

Bringing
people and
services
together
since 1964.

CI&R

Maricopa HMIS

Community Information and Referral (CI&R), is a private, nonprofit social service organization with a mission "to gather and provide information of vital concern to people in need." Founded in 1964, CI&R initially responded to 500 requests but continued to grow as it met the community's increasing demands and diverse needs. In 2002, CI&R responded to 264,297 requests for assistance. The requests encompass a broad range of family and individual needs including food, emergency shelter, health care, utility assistance, financial assistance, substance abuse treatments, protective services, child care, support groups and more. Available 24-hours/365 days a year, CI&R's Helpline offers assistance free of charge. Bilingual operators inform clients of possible assistance by accessing up-to-date, computerized, resource files on more than 3,000 health and human service agencies located throughout ten Arizona counties (Apache, Coconino, Gila, LaPaz, Maricopa, Mohave, Navajo, Pinal, Yavapai and Yuma). Additionally, governmental and social service agencies analyze CI&R's Helpline caller demographics to identify "gaps in services", which assist in planning for future human service programs.

Other Services offered by CI&R, include the **Directory of Human Services**, self help support groups, **Teen Link** (an automated telephone library of prerecorded messages), **Valley Lifeline** (a personal emergency response service for the elderly or disabled person), **Community Voice Mail**, **CONTACTS Shelter** hotline and regular/seasonal helplines.

CI&R's innovative mind-set forms the cornerstone for the Maricopa Homeless **Management Information System** (HMIS). The Maricopa HMIS project grew from a congressional mandate to a community-wide collaborative. In 2001, HUD* released funding to its housing planning branch, Continuum of Care (CoC), to develop regional HMIS programs, which capture data related to homeless people. The Maricopa Association of Governments (MAG), on behalf of the CoC, joined with Community Information & Referral, Inc. (CI&R), and private/ public representatives to design the Maricopa HMIS structure. This group looked beyond the HUD requirements and established broader desired benefits for their clients, participating providing agencies, the Continuum of Care, fund providers and the general community. They established a **vision: Information empowers people experiencing homelessness, providers and policymakers; a mission statement: The HMIS provides quality, timely, accurate, essential information to improve service delivery for homelessness people;** and community-wide goals and objectives. The Maricopa HMIS project aspires to capitalize on modern technology in coordinating public and private sectors to fund, plan, and develop viable solutions for homeless persons. CI&R, as the HUD Grantee, provides the strong leadership needed for future success.

Roberto Armijo, CI&R Executive Director, envisions improving service to the homeless through a coordinated community collaborative. He recognizes the importance of homeless providers being able to have quick access to pertinent information and remains hopeful that in the near future all providers will be "on-line" using the same protocols and software. Roberto trusts that by identifying "gaps in services", more services will be established.

*The U.S. Department of Housing and Urban Development

What can you do to help the Homeless?

Volunteer your time or services.

Call (602) 263-8856 to learn more about volunteer opportunities.

Are you a Homeless Provider and have questions about participating in the HMIS project?

If so, please visit the project website at www.cirs.org/hmis

or contact the HMIS Project Manager:

**Scott Rich
Symmetric Solutions, Inc.
(602) 369-2480**

hmissupport@cox.net

Or call 800.509.2477

Community Information & Referral

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**Tel: (602) 263-8856
(800) 352-3792**

(within area codes 520 & 928)

www.cirs.org



CI&R -
CI&R responds to a broad range of family and individual needs.

CI&R Helpline -
Bilingual operators assist clients using computerized, resource files, which contain 3,000 plus health and human service agencies.



Computer specialists-
CI&R staff maintains the resource databases for Helpline, CONTACTS, the Directory of Human Services and AZTEC.