Arizona
Get Connected. Get Answers.
Community Information and Referral Services

ANNUAL REPORT

ACCREDITED
ALLIANCE OF INFORMATION & REFERRAL SYSTEMS

2200 NORTH CENTRAL AVENUE • SUITE 211
PHOENIX, ARIZONA 85004

FY 2011-2012
211ARIZONA.ORG
This past year has brought many changes for CIR. From launching 2-1-1 Arizona services statewide, to new partnerships like the Arizona Centennial Volunteer Match Challenge and Channel 12’s Hero Central, it has been a great year of progress. By activating access to 2-1-1 dialing services 24/7 within the State of Arizona, CIR experienced a doubling of service requests through the call center and reached nearly one million searches through our 211Arizona.org website. With the continuous support from users, supporters, and funders towards the rebirth and rebranding of CIR, we are now prepared more than ever to serve Arizona with health, human, community and volunteer needs. On behalf of all the staff and Board of Directors at CIR, we thank you!

Catherine Rea Dunning
Chief Executive Officer

Outgoing CIR Board President Jerry Mendoza of APS was presented the Outstanding Recognition Award for 2012 by incoming CIR Board President Shelley Detwiller DiGiacomo.

CIR Board Secretary Dennis Bourgeois was presented the 2012 Tomooka Award for outstanding volunteerism by incoming CIR Board President Shelley Detwiller DiGiacomo and CIR long-time volunteer Ayako Tomooka.

New Partnerships Forged

Awards

President
Jerry Mendoza
Account Executive Marketing
Arizona Public Service

Vice-President
Shelley DiGiacomo
Attorney

Treasurer
L. Wayne Vikre Jr.
Real Estate Investor

Secretary
Dennis A. Bourgeois
Meridian Bank
Business Banking

Adrienne Howell
Administrator, Consumer Affairs
Southwest Gas Corp.

John Andoh
Transit Director
Yuma County
Intergovernmental Public
Transportation Authority

Kris Mayes
Founding Director of the
Program on Law
and Sustainability
ASU Sandra Day O’Connor
College of Law

Kevin L. Pieper
Director – Technical Support
Cox Communications

Bonnie Temme
Customer Resource Supervisor
Salt River Project

Steve Vargas
North American Inside
Sales Leader
W.L. Gore & Associates

Office of the Governor

2011-2012
Board of Directors

2011-2012
Annual Report

2-1-1 Arizona
OUR MISSION:
To serve as Arizona’s key source of integrated information that brings people and services together to meet vital needs.

CALL HOURS:
2011 (M-F) 8:00-9:00 PM
2012 (M-F) 6:00-9:00 PM

CIR Programs
- 2-1-1 Arizona
  - Arizona DES Volunteer Coordination
  - Arizona Foreclosure Assistance Hotline
  - Community Voice Mail for homeless persons
- CONTACS Homeless and Domestic Violence Shelter hotline for Maricopa County shelters
- Governor’s Commission on Service and Volunteerism Centennial Volunteer Challenge
  - Health E Arizona Hotline
- HUD Homeless Management Information System (HMIS) for Maricopa County
- Maricopa County Free Immunization Hotline

In FY 2012, of the over 1.2 million service requests, 62% were in 5 areas of basic needs

Corporate Funders and Grants
- APS
- Arizona Community Foundation
- Arizona Dept. of Economic Security
- Arizona Dept. of Housing
- Basic Needs Collaborative
- Blue Cross Blue Shield Caremore
- Children’s Action Alliance
- City of Glendale
- City of Goodyear
- City of Peoria
- City of Phoenix
- City of Tempe
- Cox Communications
- HUD
- Maricopa County Health Dept
- Season for Sharing
- Southwest Gas Corp
- SRP
- The Diamondbacks
- The Governor’s Commission on Service and Volunteerism
- Town of Gilbert
- United Way of Northern Arizona
- Valley of the Sun United Way
- Virginia G. Piper Charitable Trust
- Yavapai County United Way
- Yuma County United Way
FINANCIAL REPORT

FISCAL YEAR 2011-12

Support and Revenue:

- CONTRACTS/GRANTS ..................... $1,013,141
- CONTRIBUTIONS ............................. 260,620
- USER FEES ...................................... 63,587
- DIRECTORY SALES ........................... 43,810
- INTEREST INCOME ......................... 344
- OTHER INCOME ................................ 506
- IN-KIND CONTRIBUTIONS .................. 2,600

TOTAL SUPPORT AND REVENUE ........ $1,384,608

Expenses by Program:

- INFORMATION AND REFERRAL ............ 484,618
- HOMELESS MANAGEMENT INFORMATION SYSTEM ............. 395,999
- CONTACS ....................................... 189,239
- COMMUNITY VOICE MAIL ................... 49,703
- VOLUNTEER SERVICES ....................... 52,308
- ADMINISTRATIVE ............................. 208,284
- FUND DEVELOPMENT ........................... 65,727
- TOTAL EXPENSES ............................ 1,445,878
- LOSS ON INVESTMENTS ....................... $(2,701)

NET REVENUE/EXPENSE) ....................... $(63,971)

CIR Volunteers: 42
CIR Volunteer hours: 4,070

2-1-1 ARIZONA

Call Center Top Ten Need Requests

<table>
<thead>
<tr>
<th>COUNT</th>
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<tbody>
<tr>
<td>Emergency Shelter ......................... 40,839</td>
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<tr>
<td>Community Shelters ........................ 18,724</td>
</tr>
<tr>
<td>Family Crisis Shelters ..................... 18,292</td>
</tr>
<tr>
<td>Utility Assistance .......................... 16,231</td>
</tr>
<tr>
<td>Transportation for Endangered People ..... 15,768</td>
</tr>
<tr>
<td>Transitional Housing/Shelter ............... 15,516</td>
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<tr>
<td>Rent Payment Assistance ..................... 14,278</td>
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<tr>
<td>Domestic Violence Shelters ................ 11,574</td>
</tr>
<tr>
<td>Mortgage Delinquency and Default Counseling . 9,212</td>
</tr>
<tr>
<td>Domestic Violence Motel Vouchers .......... 6,353</td>
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</tbody>
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REFERRAL REQUESTS

JULY 1, 2011 - JUNE 30, 2012

TOTAL CALLS HANDLED: 179,592
211.ARIZONA.ORG
DATABASE SEARCHES: 953,138
TOTAL IVR CALLS: 98,598
TOTAL REFERRALS: 1,231,328

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Database Searches Top Ten Need Requests

<table>
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<tr>
<th>COUNT</th>
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<tbody>
<tr>
<td>Rent Payment Assistance ..................... 90,495</td>
</tr>
<tr>
<td>Food Boxes ................................. 52,724</td>
</tr>
<tr>
<td>Low Income/Subsidized Rental Housing .... 45,676</td>
</tr>
<tr>
<td>Electric Bill Payment Assistance ............ 44,927</td>
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<tr>
<td>Dental Care .................................. 33,701</td>
</tr>
<tr>
<td>Homeless Shelters ............................ 27,873</td>
</tr>
<tr>
<td>Food Stamps .................................. 23,263</td>
</tr>
<tr>
<td>Transitional Shelter ......................... 20,596</td>
</tr>
<tr>
<td>Health Care ................................... 20,387</td>
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<tr>
<td>Clothing ..................................... 19,097</td>
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