This past year has brought many good things to CIR and the Arizona residents we serve. From receiving our national recertification from the Alliance of Information and Referral Systems (AIRS), reorganizing the Maricopa Homeless Management Information System (HMIS), to our new Android (and iPhone) applications created, CIR has been delving into new opportunities and better ways to serve the State of Arizona. With the continuous support from customers and funders, CIR is more than ever willing to serve Arizona with health, human, community and volunteer needs. Get Connected. Get Answers.

Catherine Rea
Chief Executive Officer

New and Improved Services

2012-2013 Board of Directors

President
Shelley Detwiler DiGiacomo
DPP Legal

Vice-President
Bonnie Temme
Community Relations
Program Manager
Salt River Project

Secretary
John Andoh
Transit Director
Yuma County Intergovernmental
Public Transportation Authority

Treasurer
Dennis A. Bourgeois
Senior Vice President, Commercial and Small Business Administration Banking
Meridian Bank

L. Wayne Vikre Jr.
Real Estate Investor

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

Steve Peru
Associate
W.L. Gore & Associates

Awards

CIR Board member Wayne Vikre was selected as recipient of the 2013 Tomooka Award for outstanding volunteerism by CIR Board President Adrienne Howell.
2012-2013 Annual Report

CIR Programs

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

2012-2013 CIR Trends

In FY 2013, 2-1-1 Arizona handled over 1.34 million Service Requests

2012-2013 CIR Corporate Funders and Contracts

APS
ARIZONA DEPT OF ECONOMIC SECURITY
ARIZONA DEPT. OF HOUSING
BASIC NEEDS COLLABORATIVE
BLUE CROSS BLUE SHIELD
CHILDREN'S ACTION ALLIANCE
CITY OF GLENDALE
CITY OF PEORIA
CITY OF PHOENIX
CITY OF SCOTTSDALE
CITY OF TEMPE
COX COMMUNICATIONS
HUD
MARICOPA COUNTY HEALTH DEPT
NORTHERN ARIZONA UNITED WAY
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
YUMA COUNTY UNITED WAY
2012-2013 ANNUAL REPORT

FINANCIAL REPORT

FISCAL YEAR 2012-13

Support and Revenue:
CONTRACTS/GRANTS ...............................................$1,187,546
CONTRIBUTIONS .....................................................93,869
USER FEES ..............................................................69,494
DIRECTORY SALES ....................................................41,872
INTEREST INCOME ....................................................15
OTHER INCOME ........................................................1379
IN-KIND CONTRIBUTIONS ..............................................0
TOTAL SUPPORT AND REVENUE ..............................$1,394,311

Expenses by Program:
2-1-1 ARIZONA ..........................................................699,414
MARICOPA HMIS PROJECT ............................................454,064
COMMUNITY VOICE MAIL ............................................47,864
VOLUNTEER SERVICES ..............................................29,569
ADMINISTRATIVE ......................................................101,031
FUND DEVELOPMENT ..................................................15,374

EXPENSES ..............................................................$1,347,316
NET REVENUE (EXPENSES) ............................................$46,995

CIR Volunteers: 32
CIR Volunteer hours: 2,987

2-1-1 ARIZONA

Call Center Top Ten Need Requests

<table>
<thead>
<tr>
<th>Need Request</th>
<th>COUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter</td>
<td>48,272</td>
</tr>
<tr>
<td>Family Crisis Shelters</td>
<td>23,171</td>
</tr>
<tr>
<td>Community Shelters</td>
<td>19,623</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>16,894</td>
</tr>
<tr>
<td>Transitional Housing/Shelter</td>
<td>16,126</td>
</tr>
<tr>
<td>Transportation for Endangered People</td>
<td>15,563</td>
</tr>
<tr>
<td>Rent Payment Assistance</td>
<td>15,085</td>
</tr>
<tr>
<td>Domestic Violence Shelters</td>
<td>11,332</td>
</tr>
<tr>
<td>Domestic Violence Motel Vouchers</td>
<td>8,091</td>
</tr>
<tr>
<td>Mortgage Delinquency and Default Counseling</td>
<td>6,487</td>
</tr>
</tbody>
</table>

2-1-1 ARIZONA

REFERRAL REQUESTS

JULY 1, 2012 - JUNE 30, 2013

TOTAL CALLS HANDLED: 188,781
211.ARIZONA.ORG DATABASE SEARCHES: 1,083,873
TOTAL IVR CALLS: 32,897
TOTAL REFERRALS: 1,305,551

2-1-1 ARIZONA

Top Ten Agencies Referred To

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>COUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Society of Saint Vincent de Paul</td>
<td></td>
</tr>
<tr>
<td>Diocese of Phoenix Church Map</td>
<td>22,152</td>
</tr>
<tr>
<td>Watkins Overflow Shelter</td>
<td>6,815</td>
</tr>
<tr>
<td>The Salvation Army Phoenix Social Services Emergency Assistance</td>
<td>4,602</td>
</tr>
<tr>
<td>West Valley Partners in Caring</td>
<td>4,552</td>
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<tr>
<td>A New Leaf’s DV Stop</td>
<td>4,137</td>
</tr>
<tr>
<td>John F Long Family Services Center</td>
<td>3,376</td>
</tr>
<tr>
<td>Magellan Health Services of Arizona Transportation</td>
<td>2,945</td>
</tr>
<tr>
<td>Sunnyslope Family Services Center</td>
<td>2,757</td>
</tr>
<tr>
<td>CASS Mens Overflow Shelter</td>
<td>2,507</td>
</tr>
<tr>
<td>JFCS Emergency Financial Assistance Program</td>
<td>2,463</td>
</tr>
</tbody>
</table>

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