This past year marked Community Information and Referral's 50th Anniversary. CIR was created in 1964 and incorporated in 1979 as an Arizona 501(c)3 nonprofit organization. CIR is honored to have a long history assisting Arizonans get connected to needed services available. Through the years, CIR has seen many changes, especially since becoming the statewide 2-1-1 provider just three years ago, and now is the HMIS Administrator for Maricopa and Balance of State Continuum of Care’s, as well as the Healthcare Enrollment Assistance program provider.

In 2014, CIR assisted Arizonans with over 1.27 million service requests either through the call center, Interactive Voice Response (IVR) System, our 211Arizona.org website, and the 2-1-1 Arizona iPhone and Android apps available free to the public.

We look forward to serving Arizona for the next 50 years!

Catherine Rea
Community Information and Referral Services

2-1-1 Arizona served as the dialing number for healthcare enrollment assistance referrals in Arizona.

2-1-1 Arizona Day Inaugural Telethon held February 11, 2014
CIR Programs

- 2-1-1 Arizona
- Arizona Mortgage Foreclosure Assistance Hotline
  - 2-1-1 CONTACST Homeless and Domestic Violence Shelter hotline
- Governor’s Commission on Service and Volunteerism Volunteer Challenge
  - Health-e-Arizona Hotline
- Maricopa Homeless Management Information System (HMIS)
- Balance of State Homeless Management Information System (HMIS)
- Maricopa County Free Immunization Hotline
- Arizona Healthcare Enrollment Assistance Program

CIR Programs

OUR MISSION:
CIR transforms lives by linking individuals and families to vital community services throughout Arizona.

OUR VISION:
All Arizonans are easily connected to available health and human services in their communities.

2013-2014 CIR Trends

In FY 2014, 2-1-1 Arizona handled over 1.27 million service requests

2013-2014 Funders

- APS
- ARIZONA DEPARTMENT OF ECONOMIC SECURITY
- ARIZONA DEPARTMENT OF HOUSING
- BLUE CROSS BLUE SHIELD
- CHILDREN’S ACTION ALLIANCE
- CITY OF PEORIA
- CITY OF TEMPE
- COX COMMUNICATIONS
- HUD
- MARICOPA COUNTY DEPARTMENT OF PUBLIC HEALTH
- SEASON FOR SHARING
- SOUTHWEST GAS CORPORATION
- SRP
- UNITED WAY OF NORTHERN ARIZONA
- VALLEY OF THE SUN UNITED WAY
- UNITED WAY OF YUMA COUNTY
**FINANCIAL REPORT**

**FISCAL YEAR 2013-14**

**Support and Revenue:**
- CONTRACTS/GRANTS: $1,082,309
- CONTRIBUTIONS: 84,052
- USER FEES: 71,850
- DIRECTORY SALES: 31,762
- INTEREST INCOME: 196
- OTHER INCOME: 808
- TOTAL SUPPORT AND REVENUE: $1,270,977

**Expenses by Program:**
- 2-1-1 ARIZONA: $714,002
- HMIS SERVICES: 461,367
- ENROLLMENT ASSISTANCE PROGRAM: 19,845
- ADMINISTRATIVE: 108,222
- FUND DEVELOPMENT: 9,913
- EXPENSES: $1,313,349
- NET REVENUE (EXPENSES): ($42,372)

**2-1-1 ARIZONA**

**Call Center Top Ten Need Requests**

<table>
<thead>
<tr>
<th>Need Requests</th>
<th>COUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Shelters</td>
<td>38,112</td>
</tr>
<tr>
<td>Emergency Shelter</td>
<td>24,478</td>
</tr>
<tr>
<td>Utility Payment Assistance</td>
<td>20,930</td>
</tr>
<tr>
<td>Rent Payment Assistance</td>
<td>19,209</td>
</tr>
<tr>
<td>Transitional Housing/Shelter</td>
<td>9,241</td>
</tr>
<tr>
<td>Domestic Violence Motel Vouchers</td>
<td>7,956</td>
</tr>
<tr>
<td>Domestic Violence Shelters</td>
<td>7,452</td>
</tr>
<tr>
<td>Transportation for Endangered People</td>
<td>6,720</td>
</tr>
<tr>
<td>Family Crisis Shelters</td>
<td>6,012</td>
</tr>
<tr>
<td>Emergency Food</td>
<td>5,372</td>
</tr>
</tbody>
</table>

**2-1-1 ARIZONA**

**Call Center Top Ten Agencies Referred To**

<table>
<thead>
<tr>
<th>Agencies Referred To</th>
<th>COUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Society of Saint Vincent de Paul Diocese of Phoenix</td>
<td>26,753</td>
</tr>
<tr>
<td>Church Map</td>
<td>8,818</td>
</tr>
<tr>
<td>Watkins Overflow Shelter</td>
<td>6,742</td>
</tr>
<tr>
<td>Friendly House Emergency Services</td>
<td>5,212</td>
</tr>
<tr>
<td>The Salvation Army Phoenix Social Services Emergency Assistance</td>
<td>4,877</td>
</tr>
<tr>
<td>West Valley Partners in Caring</td>
<td>4,752</td>
</tr>
<tr>
<td>A New Leaf's DV Stop</td>
<td>4,752</td>
</tr>
<tr>
<td>John F Long Family Services Center</td>
<td>3,819</td>
</tr>
<tr>
<td>Sunnyslope Family Services Center</td>
<td>3,686</td>
</tr>
<tr>
<td>Pima County Community Action Agency</td>
<td>3,533</td>
</tr>
<tr>
<td>JFCS Emergency Financial Assistance Program</td>
<td>2,427</td>
</tr>
</tbody>
</table>

**CIR Volunteers: 16**

**CIR Volunteer hours: 2,771**