

# Community Information and Referral Services BOARD OF DIRECTOR'S: 2015-2016

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## FUNDING PARTNERS



### COMMUNITY INFORMATION AND REFERRAL SERVICES

transforms lives by linking individuals and families  
to vital community services throughout Arizona.

It is our vision that all Arizonans are easily connected to  
available health and human services in their communities.

See more at: [211arizona.org](http://211arizona.org)

JULY 1, 2015 – JUNE 30, 2016



# 2-1-1 ARIZONA

Total calls handled **64,825**

Clients searching online database: **459,421**  
 Total IVR calls: **61,984**

Total referrals: **1,212,261**

## TOP TEN NEED REQUESTS (Service Point only)

UTILITY SERVICE PAYMENT ASSISTANCE	12,192
RENT PAYMENT ASSISTANCE	10,668
FOOD PANTRIES	5,440
LOW COST HOME RENTAL LISTINGS	2,044
COMPREHENSIVE INFORMATION AND REFERRAL	1,479
MORTGAGE DELINQUENCY & DEFAULT COUNSELING	1,423
COMMUNITY SHELTERS	1,379
FOOD STAMPS/SNAP APPLICATIONS	1,364
HOUSEHOLD GOODS VOUCHERS	1,244
LEGAL REPRESENTATION	936

## TOP TEN AGENCIES REFERRED TO (Service Point only)

SOCIETY OF SAINT VINCENT DE PAUL DIOCESE OF PHOENIX CHURCH MAP	15,267
THE SALVATION ARMY PHOENIX SOCIAL SERVICES EMERGENCY ASSISTANCE	5,097
FRIENDLY HOUSE EMERGENCY SERVICES	3,643
WEST VALLEY PARTNERS IN CARING - GLENDALE	3,224
SOCIETY OF SAINT VINCENT DE PAUL - TUCSON DIOCESAN COUNCIL	2,157
SOCIAL SERVE AFFORDABLE HOUSING INFORMATION	2,059
SUNNYSLOPE FAMILY SERVICES CENTER	2,035
JOHN F LONG FAMILY SERVICES CENTER	1,844
PIMA COUNTY COMMUNITY ACTION AGENCY	1,343
A NEW LEAF'S MESACAN	1,290

# HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS) SERVICES

Maricopa and Balance of State Continuum of Care's July 1, 2015-June 30, 2016



Total Number in:

- Emergency Shelter: **17,797**
- Permanent/Supportive Housing: **5,871**
- Transitional Housing: **3,835**
- Rapid Re-Housing: **4,868**

**40,397**

Total Number of Unduplicated Served

Singles: **24,209**      Children in Families: **9,931**      Males: **17,747**  
 Adults in Families: **5,951**      Unaccompanied Youth: **306**      Females: **12,136**

# FINANCIAL REPORT FISCAL YEAR 2015-2016

## SUPPORT AND REVENUE

CONTRACTS/GRANTS  
**\$1,043,540**

CONTRIBUTIONS  
**\$78,122**

HMIS USER FEES  
**\$90,150**

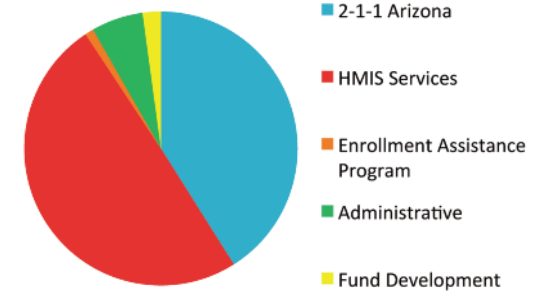
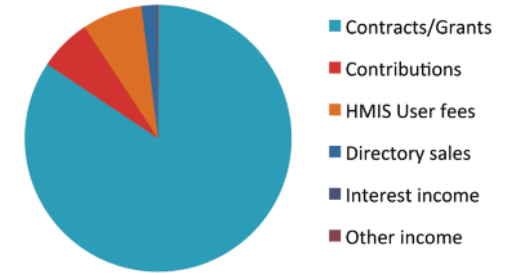
DIRECTORY SALES  
**\$21,865**

INTEREST INCOME  
**\$708**

OTHER INCOME  
**\$2,223**

Total support & revenue

**\$1,236,608**



## EXPENSES BY PROGRAM:

2-1-1 ARIZONA  
**\$514,707**

HMIS SERVICES  
**\$622,693**

ENROLLMENT ASSISTANCE PROGRAM  
**\$13,029**

ADMINISTRATIVE  
**\$76,664**

FUND DEVELOPMENT  
**\$27,036**

TOTAL EXPENSES

**\$1,254,129**

Net Revenue/(Expense)

**(\$17,521)**