2·1·1
Get Connected. Get Help.™
211 Tampa Bay Cares, Inc.

HELLO TO HELP

2019 - 2020
IMPACT REPORT
**OUR MISSION**

Improving lives through the power of information and hope.

Our goal is to have a community that is connected and informed regarding critical health & human service information for those who need help & those who are willing to volunteer or donate their time to local community agencies.

### OUR SERVICES

From October 1, 2019 through September 30, 2020, 211 Tampa Bay Cares impacted not only the lives of residents and visitors in Pinellas and Hernando Counties, but throughout the State of Florida.

<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Assistance</td>
<td>28.4%</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>12.4%</td>
</tr>
<tr>
<td>Health Care</td>
<td>7.7%</td>
</tr>
<tr>
<td>Food &amp; Meals</td>
<td>3.8%</td>
</tr>
<tr>
<td>Mental Health/Addiction</td>
<td>3.7%</td>
</tr>
<tr>
<td>Clothing, Personal, Household</td>
<td>5.1%</td>
</tr>
<tr>
<td>Employment/Income Assistance</td>
<td>5.4%</td>
</tr>
<tr>
<td>Other</td>
<td>33.5%</td>
</tr>
</tbody>
</table>
Additionally in FY 19-20, $14,431,492 in financial assistance (rent, utilities, etc.) was distributed to over 5,700 individuals and families to stabilize their housing and employment.

**OUR CLIENTS**

54% Singles/Couples with no minor children in the home.

46% Families with minor children in the home.

**GENRE**

<table>
<thead>
<tr>
<th>Gender</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>29,348</td>
<td>61%</td>
</tr>
<tr>
<td>Male</td>
<td>11,919</td>
<td>25%</td>
</tr>
<tr>
<td>Unknown</td>
<td>7,041</td>
<td>14%</td>
</tr>
<tr>
<td>Transgender / Gender Non-Binary</td>
<td>91</td>
<td>&lt;1%</td>
</tr>
</tbody>
</table>

Veterans 2,137

Seniors 3,477

Sexual Assault 693

Suicide Lethality Assessments 1,900

"Because of you my life is better. You helped me avoid homelessness, which is big and your concern for me seemed genuine. Veterans are sometimes overlooked, but you made me feel special, important, and I will never forget you."
"I am so grateful for your help with my rent. THANK YOU. Your organization has been a lifesaver and a game changer for me! I am so very thankful and eternally grateful."
FINANCIALS 2019 - 2020:

Total Revenue: $17,669,204

Grants and Contract Revenue 99%

Program Services 98%

Contributions 0.78%

Fee For Service 0.13%

Other / In-kind 0.02%

Total Expenses: $17,595,185

2% Management / General

Program Services 98%
2020 was an unprecedented year in responding to the needs of our community. As of December 31, 2020:

In April 2020, Pinellas County Human Services partnered with 211 Tampa Bay Cares to assist in distribution of the federal CARES act funding to individuals and families impacted by loss of employment, reduced work hours, layoff, and furloughs.

We are extremely grateful for the support of Pinellas County Government, as well as the Juvenile Welfare Board (JWB) and the Foundation for a Healthy St. Pete for providing in kind space and FSI navigator support to help families apply for CARES financial assistance.

Over $24.3 million in assistance has been distributed!

Largest Requests:

- RENT
- ELECTRIC
- WATER

“As the pandemic continues, the need continues to grow in our local communities...Providing support to agencies like 211 who are working tirelessly to help those who have been impacted by COVID-19 is one way we fulfill our purpose to power the vitality of our communities.”
Families With Minor Children
$9.8 million distributed
Over 3,100 families assisted

Over 8,600 households assisted
Over 8,600 households assisted
Over 21,000 payments made to vendors on behalf of individuals and families.

OUR RESPONSE:

Working Together

Senior Citizens Services
Provided $5,000 in financial assistance to help adults aged 55+ who were impacted by COVID 19 with overdue rent and utility expenses.

Thank You Collins Family Foundation
Your financial support was instrumental in helping 211 keep pace with the exponential call volume from individuals and families needing assistance.

Thank You Duke Energy
Thank you Duke Energy and the Tampa Bay Rays for their financial support of 211 operations through their “Powering Through Together - Home Run Sponsorship program.”

211 TBC received the Medium Nonprofit “Amigo” award from the Intercultural Advocacy Institute for being an outstanding partner who has gone above and beyond this year to serve the Hispanic/Latinx families and community in Pinellas County.

Thank You 211 Tampa Bay Cares made it easy by providing one-page summaries on how to apply for assistance, which apartment managers distributed to their residents.

About Pinellas CARES Support:

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THANK YOU!
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OUR PARTNERS