From Hello to Help
We are here for you!

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.

138,699
The number of calls and text messages handled from local residents needing help!

94%
The client satisfaction rating post 211 call.

51,046
Unique Clients Served

124,150
Referrals to community programs and services.

26,591
Online Database Visitors

17,261
Unique Text Messages

**OUR SERVICES**

From October 1, 2020 through September 30, 2021, 211 Tampa Bay Cares impacted not only the lives of residents and visitors in Pinellas and Hernando Counties, but throughout the State of Florida.

- **Housing Assistance**: 33.2%
- **Utility Assistance**: 11.9%
- **Health Care**: 6.1%
- **Food & Meals**: 3.8%
- **Mental Health/Addiction**: 3.8%
- **Clothing, Personal, Household Legal, Consumer, Public Safety Transportation**: 4.1%
- **Employment/Income Assistance**: 5.1%
- **Other**: 32%
OUR CLIENTS

Additionally in FY 20-21, $12,932,774 in financial assistance (rent, utilities, etc.) was distributed to over 5,000 individuals and families to stabilize their housing and employment.

**FINANCIALS 2020 - 2021:**

- **Total Revenue:** $16,750,586
  - Grants and Contract Revenue: 99%
  - Program Services: 97%
  - Other / In-kind: 0.10%
- **Total Expenses:** $16,549,102
  - Program Services: 97%
  - Management / General: 3%
  - Contributions: 0.46%
  - Fee For Service: 0.21%
  - Transgender / Gender Non-Binary: <1%

**GENDER**

- Female: 26,478 (70%)
- Male: 10,266 (27%)
- Unknown: 1,383 (3%)
- Transgender / Gender Non-Binary: 85 (<1%)

**Seniors**

- 5,293

**Veterans**

- 2,823

**Sexual Assault**

- 769

**Suicide Lethality Assessments**

- 1,446
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Jeremy Tinter, Vice Chair
Eric Johanson, Treasurer
Maria Pepe, Secretary
Sallie Parks, Past Chair

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2-1-1 TAMPA BAY CARES - LEADERSHIP TEAM

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President/CEO

John Thomas
Vice President, Finance

Edward Perry
Vice President, Programs & Services

Kimberly Curnan
Contact Center Workforce Manager

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OUR PARTNERS