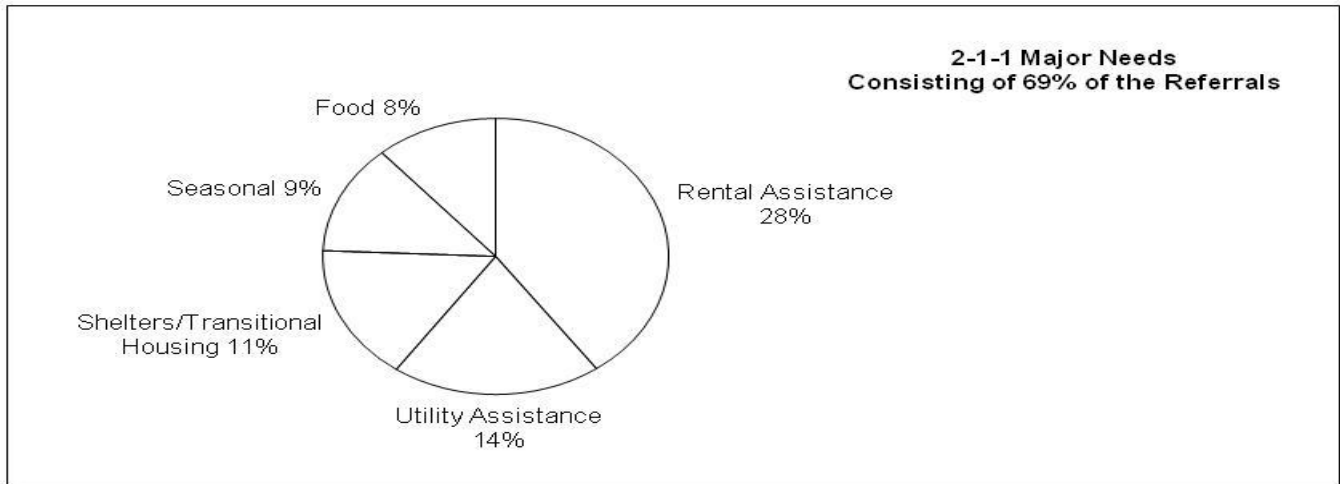




**MILE HIGH UNITED WAY 2-1-1
Annual Report 2009
January 1, 2009 - December 31, 2009**



Top Five Needs:

1. Rental Assistance	41,147	Referrals
2. Utility Assistance	20,154	Referrals
3. Shelters/Transitional Housing	16,337	Referrals
4. Seasonal ¹	13,219	Referrals
5. Food	11,751	Referrals

Total Calls: **145,764**
Major Referrals:²

Child Care	862
Dental	1,728
Donations	781
Employment/Adult Education	2,076
Financial Assistance	5,519
Housing Counseling/Assistance	6,552
Legal/Consumer	4,347
Medical	6,119
Mental Health	2,642
Senior Services	1,147
Transportation	1,366
Volunteering	557
Vouchers	1,797
Youth Programs	402
Other Needs Not Listed Above	10,669

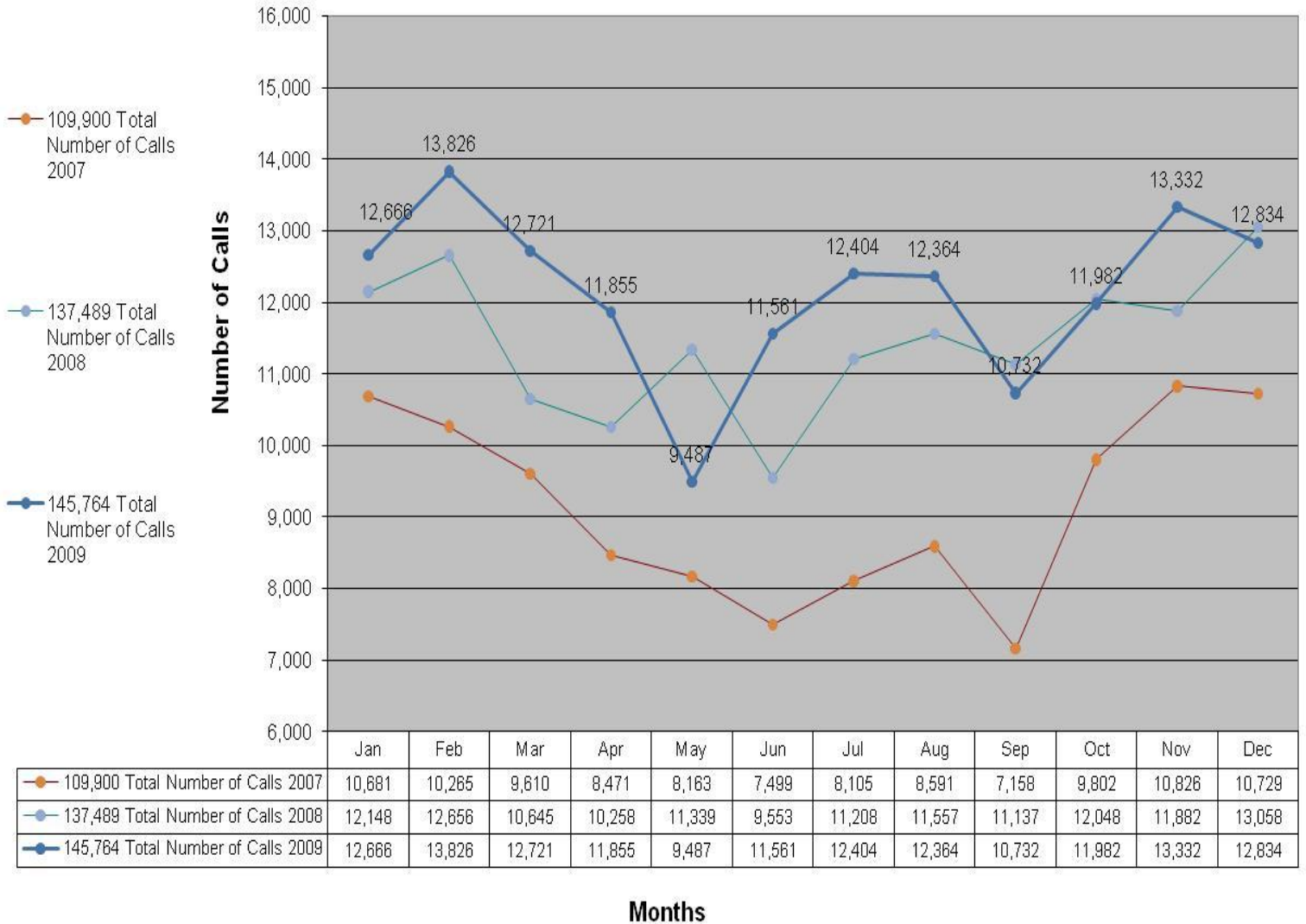
Total Major Needs: **149,172**
Spanish Speaking Only Calls:³ **7,865**
Visitors to www.unitedwaydenver.org, "Search for Services": **25,414**

¹ Seasonal calls include Christmas and Thanksgiving assistance, summer camps, school supplies, tax assistance, and flu shots.

² The sum of the categories under Major Referrals does not equal the number of calls because one caller often has multiple needs.

³ Spanish Speaking Only Calls represents the number of Spanish calls received during business hours, Monday – Friday 8 a.m. – 5 p.m.

2-1-1 Annual Call Volume



2-1-1 Caller Demographics

The following information was collected during 2009.

- 75% are women.
- 64% are single, divorced or separated.
- 54% are under 40 years of age.
- 34% are Caucasian.
- 62% are unemployed.
- 62% have an annual income under \$10,000 (\$833 per month). Average income \$7,236 per year.
- 99% earn less than 50% of area median family income⁴.

2-1-1 Homeless Caller Demographics

The following information was collected during 2009.

- 68% are homeless for the first time.
- 47% are recently homeless (under 30 days).
- 73% are single, divorced or separated.
- 71% are women.
- 41% are from Denver County.
- 755 homeless children are under a year old.
- 49% are staying with friends or relatives.
- 15% are staying in hotels/motels.
- 11% are from out of state.
- 24% are under 25 years of age.
- 48% of 6,401 homeless children are under the age of 5 (3,093 homeless children).

⁴ Median Family Income (MFI) (A family includes a householder and one or more people living in the same household who are related to the householder by birth, marriage, or adoption) for the 11 counties that we serve is \$73,900 according to HUD in 2008. Number calculated from the U.S. Department of Housing and Urban Development (HUD), http://www.huduser.org/datasets/il.FY2008index_mfi.html