

Mile High United Way 2-1-1 - Client Statistics - June 2009

| <u>Age Range</u> | <u># of Callers</u> | <u>Percent</u> |
|-------------------------|----------------------------|-----------------------|
| Under 17 | 52 | 1% |
| 18-24 | 928 | 17% |
| 25-39 | 2,126 | 39% |
| 40-54 | 1,290 | 24% |
| 55-59 | 267 | 5% |
| 60-74 | 284 | 5% |
| 75-84 | 56 | Less than 1% |
| 85 and Older | 25 | Less than 1% |
| Refused | 174 | 3% |
| No Entry | 202 | 4% |
| | <u>5,404</u> | |

| <u>Living Status</u> | <u># of Callers</u> | <u>Percent</u> |
|-----------------------------|----------------------------|-----------------------|
| Divorced | 427 | 8% |
| Living Together | 409 | 8% |
| Married | 887 | 16% |
| Other | 13 | Less than 1% |
| Roommates | 81 | 1% |
| Separated | 416 | 8% |
| Single | 2,711 | 50% |
| Widowed | 142 | 3% |
| Refused | 308 | 6% |
| No Entry | 10 | Less than 1% |
| | <u>5,404</u> | |

| <u>Employment</u> | <u># of Callers</u> | <u>Percent</u> |
|--------------------------|----------------------------|-----------------------|
| Day Labor | 15 | Less than 1% |
| Employed Full-Time | 693 | 13% |
| Employed Part-Time | 510 | 9% |
| Retired | 81 | 1% |
| Self-Employed | 40 | 1% |
| Student | 68 | 1% |
| Unemployed | 3,505 | 65% |
| Other | 9 | Less than 1% |
| Refused | 190 | 4% |
| No Entry | 293 | 5% |
| | <u>5,404</u> | |

| <u>Hispanic/Latino</u> | <u># of Callers</u> | <u>Percent</u> |
|-------------------------------|----------------------------|-----------------------|
| Callers | 1,533 | 28% |

| <u>Race</u> | <u># of Callers</u> | <u>Percent</u> |
|--|----------------------------|-----------------------|
| African American | 1,241 | 23% |
| American Indian/Alaska Native | 130 | 2% |
| Asian | 38 | 1% |
| Caucasian | 1,831 | 34% |
| Native Hawaiian/Other Pacific Islander | 25 | Less than 1% |
| Multi-Racial | 114 | 2% |
| Other | 207 | 4% |
| Refused | 316 | 6% |
| No Entry | 1,502 | 28% |
| | <u>5,404</u> | |

| <u>Gender</u> | <u># of Callers</u> | <u>Percent</u> |
|----------------------|----------------------------|-----------------------|
| Male | 1,320 | 24% |
| Female | 4,084 | 76% |
| | <u>5,404</u> | |

| <u>Income (per month)</u> | <u># of Callers</u> | <u>Percent</u> |
|----------------------------------|----------------------------|-----------------------|
| Less than \$417 | 2,403 | 44% |
| \$418 - \$833 | 1,078 | 20% |
| \$834 - \$1,667 | 956 | 18% |
| \$1,668 - \$2,500 | 272 | 5% |
| \$2,501 + | 75 | 1% |
| Refused | 252 | 5% |
| No Entry | 368 | 7% |
| | <u>5,404</u> | |

*Note: 5,404 client contacts recorded this month in Tapestry out of 11,561 calls

**Information is based on calls received from Adams County, Arapahoe County, Boulder County, Broomfield County, Denver County, Douglas County, Jefferson County and Summit County

2-1-1 Shelter Referral Statistics - June 2009

| <u>Times Homeless</u> | <u># of Callers</u> | <u>Percent</u> |
|-----------------------|---------------------|----------------|
| First Time | 516 | 74% |
| Second Time | 91 | 13% |
| Third Time | 16 | 2% |
| Fourth Time | 10 | 1% |
| Fifth Time or Above | 18 | 3% |
| Refused | 19 | 3% |
| No Entry | 25 | 4% |
| | <hr/> 695 | |

| <u>How Long</u> | <u># of Callers</u> | <u>Percent</u> |
|---------------------|---------------------|----------------|
| Under 30 Days | 364 | 52% |
| 1 - 3 Months | 138 | 20% |
| 4 - 6 Months | 71 | 10% |
| 7 - 11 Months | 29 | 4% |
| 12 Months - 2 Years | 56 | 8% |
| 3 - 5 Years | 13 | 2% |
| 6 - 10 Years | 2 | Less than 1% |
| Over 10 Years | 4 | 1% |
| Unknown | 2 | Less than 1% |
| Refused | 8 | 1% |
| No Entry | 8 | 1% |
| | <hr/> 695 | |

| <u>Situation Last Night</u> | <u># of Callers</u> | <u>Percent</u> |
|-----------------------------|---------------------|----------------|
| Car | 33 | 5% |
| Detox | 0 | 0% |
| Friends or Relatives | 345 | 50% |
| Hospital | 5 | 1% |
| Hotel/Motel | 106 | 15% |
| Jail/Prison | 6 | 1% |
| Other | 30 | 4% |
| Own Home | 46 | 7% |
| Shelter | 61 | 9% |
| Streets | 53 | 8% |
| Transitional Housing | 4 | 1% |
| No Entry | 6 | 1% |
| | <hr/> 695 | |

| <u>Last County of Residence</u> | <u># of Callers</u> | <u>Percent</u> |
|---------------------------------|---------------------|----------------|
| Adams | 92 | 13% |
| Arapahoe | 107 | 15% |
| Boulder | 12 | 2% |
| Broomfield | 2 | Less than 1% |
| Clear Creek | 0 | 0% |
| Denver | 261 | 38% |
| Douglas | 13 | 2% |
| Elbert | 1 | Less than 1% |
| Gilpin | 1 | Less than 1% |
| Jefferson | 77 | 11% |
| Summit | 3 | Less than 1% |
| Other Colorado | 25 | 4% |
| Out of State | 84 | 12% |
| No Entry | 17 | 2% |
| | <hr/> 695 | |

| <u>Domestic Violence</u> | <u># of Callers</u> | <u>Percent</u> |
|--------------------------|---------------------|----------------|
| Cases | 64 | 9% |

| <u>Gender</u> | <u># of Callers</u> | <u>Percent</u> |
|---------------|---------------------|----------------|
| Male | 188 | 27% |
| Female | 507 | 73% |
| | <hr/> 695 | |

Note: 695 shelter calls recorded

2-1-1 Shelter Referral Statistics - June 2009

| <u>Living Status</u> | <u># of Callers</u> | <u>Percent</u> |
|----------------------|---------------------|----------------|
| Divorced | 50 | 7% |
| Jail | 0 | 0% |
| Living Together | 62 | 9% |
| Married | 86 | 12% |
| Other | 1 | Less than 1% |
| Roommates | 3 | Less than 1% |
| Separated | 64 | 9% |
| Single | 381 | 55% |
| Widowed | 12 | 2% |
| Refused | 35 | 5% |
| No Entry | 1 | Less than 1% |
| | <u>695</u> | |

| <u>Age of caller</u> | <u># of Callers</u> | <u>Percent</u> |
|----------------------|---------------------|----------------|
| Under 17 | 9 | 1% |
| 18-24 | 166 | 24% |
| 25-39 | 262 | 38% |
| 40-54 | 159 | 23% |
| 55-59 | 31 | 4% |
| 60-74 | 20 | 3% |
| 75-84 | 2 | Less than 1% |
| 85 and Older | 0 | 0% |
| Refused | 12 | 2% |
| No Entry | 34 | 5% |
| | <u>695</u> | |

| <u>Number of Members in a Household</u> | <u># of Callers</u> | <u>Percent</u> |
|---|---------------------|----------------|
| 1 Person | 288 | 41% |
| 2 Individuals | 146 | 21% |
| 3 Individuals | 102 | 15% |
| 4 Individuals | 75 | 11% |
| 5 Individuals | 35 | 5% |
| 6 Individuals | 6 | 1% |
| 7 Individuals | 8 | 1% |
| 8 Individuals | 1 | Less than 1% |
| 9 Individuals | 0 | 0% |
| 10 Individuals | 1 | Less than 1% |
| 11 Individuals | 0 | 0% |
| 12 Individuals | 0 | 0% |
| 13 Individuals | 0 | 0% |
| 14 or More Individuals | 0 | 0% |
| Refused | 24 | 3% |
| No Entry | 9 | 1% |
| | <u>695</u> | |

| <u>Population Breakdown</u> | <u># of Callers</u> | <u>Percent</u> |
|-----------------------------------|---------------------|----------------|
| Two Parent Families with Children | 68 | 10% |
| One Parent Families with Children | 198 | 28% |
| Couples Without Children | 65 | 9% |
| Families with No Children/Spouse | 36 | 5% |
| Individuals | 289 | 42% |
| Refused | 26 | 4% |
| No Entry | 13 | 2% |
| | <u>695</u> | |

| <u>Veteran Status</u> | <u># of Callers</u> | <u>Percent</u> |
|-----------------------|---------------------|----------------|
| Yes | 29 | 4% |

| <u>County Caller is Calling From</u> | <u># of Callers</u> | <u>Percent</u> |
|--------------------------------------|---------------------|----------------|
| Adams | 108 | 16% |
| Arapahoe | 118 | 17% |
| Boulder | 18 | 3% |
| Broomfield | 0 | 0% |
| Clear Creek | 2 | Less than 1% |
| Denver | 317 | 46% |
| Douglas | 12 | 2% |
| Elbert | 0 | 0% |
| Gilpin | 0 | 0% |
| Jefferson | 97 | 14% |
| Summit | 2 | Less than 1% |
| Other Colorado | 8 | 1% |
| Out of State | 0 | 0% |
| No Entry | 13 | 2% |
| | <u>695</u> | |

2-1-1 Shelter Referral Statistics - June 2009

| <u>Ages of Children</u> | <u># of Children</u> | <u>Percent</u> |
|--------------------------------|-----------------------------|-----------------------|
| New Born | 60 | 10% |
| 1 Year Old | 69 | 12% |
| 2 Years Old | 69 | 12% |
| 3 Years Old | 48 | 8% |
| 4 Years Old | 44 | 7% |
| 5 Years Old | 44 | 7% |
| 6 Years Old | 40 | 7% |
| 7 Years Old | 34 | 6% |
| 8 Years Old | 24 | 4% |
| 9 Years Old | 24 | 4% |
| 10 Years Old | 18 | 3% |
| 11 Years Old | 29 | 5% |
| 12 Years Old | 17 | 3% |
| 13 Years Old | 7 | 1% |
| 14 Years Old | 9 | 2% |
| 15 Years Old | 22 | 4% |
| 16 Years Old | 17 | 3% |
| 17 Years Old | 15 | 3% |
| <hr/> Total | <hr/> 590 | |