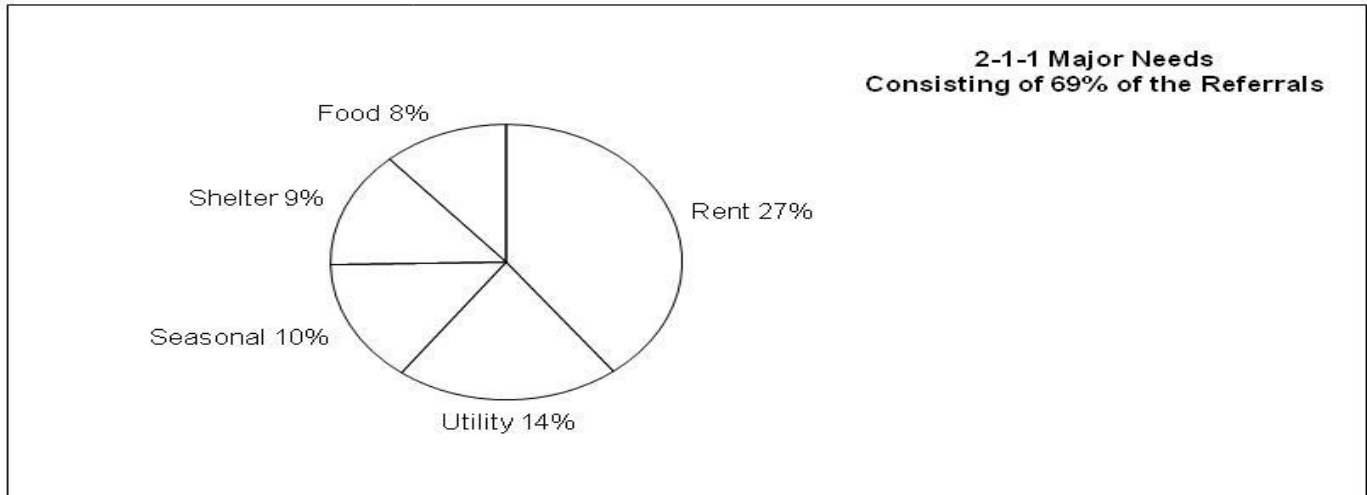




**MILE HIGH UNITED WAY 2-1-1**  
**April 2009**



**Top Five Needs:**

1. Rental Assistance	3,640 Referrals
2. Utility Assistance	1,886 Referrals
3. Seasonal <sup>1</sup>	1,341 Referrals
4. Shelters/Transitional Housing	1,266 Referrals
5. Food	1,059 Referrals

---

**Total Calls:** **11,855**

**Major Referrals:<sup>2</sup>**

Child Care	44
Dental	197
Donations	49
Employment/Adult Education	233
Financial Assistance	522
Housing Counseling/Assistance	628
Legal/Consumer	399
Medical	542
Mental Health	245
Senior Services	112
Transportation	125
Volunteering	42
Vouchers	174
Youth Programs	24
Other Needs Not Listed Above	829

**Total Major Needs:** **13,357**

**Spanish Speaking Only Calls:<sup>3</sup>** **691**

**Visitors to [www.unitedwaydenver.org](http://www.unitedwaydenver.org), "Search for Services":** **1,883**

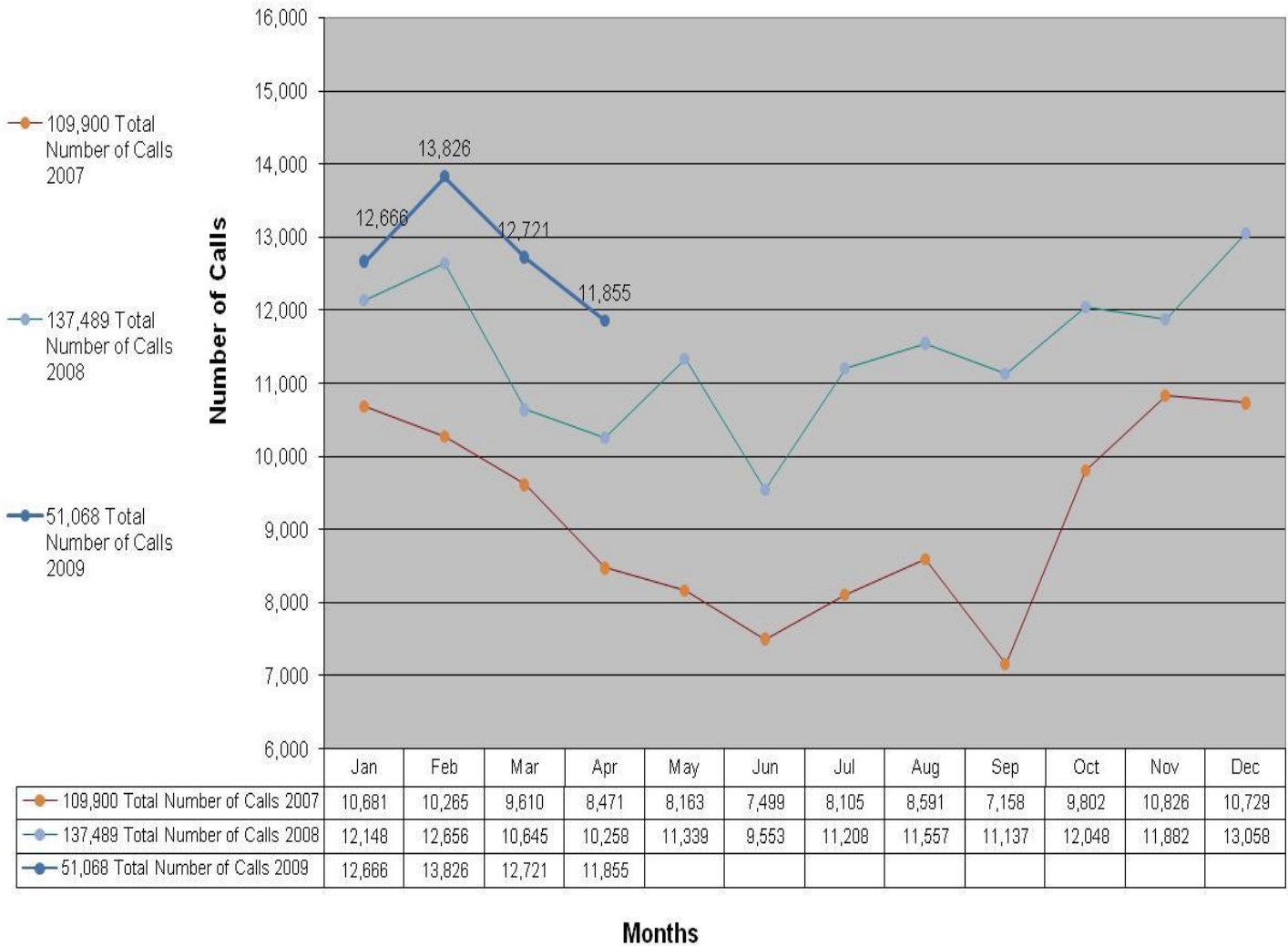
---

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

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

<sup>3</sup> 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 in April.

- 73% are women.
- 64% are single, divorced or separated.
- 51% are under 40 years of age.
- 32% are Caucasian.
- 60% are unemployed.
- 62% have an annual income under \$10,000 (\$833 per month).
- Average income \$606 per year.
- 99% earn less than 50% of area median family income<sup>4</sup>

### 2-1-1 Homeless Caller Demographics

The following information was collected in April.

- 66% are homeless for the first time.
- 46% are recently homeless (under 30 days).
- 71% are single, divorced or separated.
- 71% are women.
- 42% are from Denver County.
- 58 homeless children are under a year old.
- 48% are staying with friends or relatives.
- 16% are staying in hotels/motels.
- 10% are from out of state.
- 25% are under 25 years of age
- 51% of 470 homeless children are under the age of 5 (240 Homeless Children).

<sup>4</sup> 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](http://www.huduser.org/datasets/il.FY2008index_mfi.html)