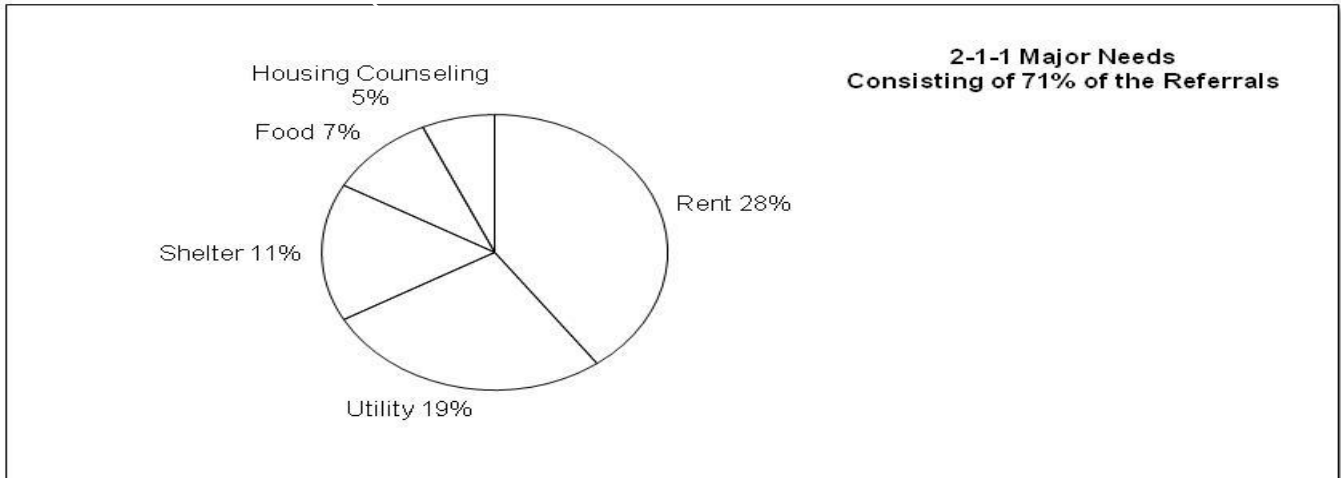




**MILE HIGH UNITED WAY 2-1-1
August 2009**



Top Five Needs:

1. Rental Assistance	3,352	Referrals
2. Utility Assistance	2,264	Referrals
3. Shelters/Transitional Housing	1,361	Referrals
4. Food	845	Referrals
5. Housing Counseling/Assistance	574	Referrals

Total Calls: **12,364**

Major Referrals:¹

Child Care	124
Dental	141
Donations	63
Employment/Adult Education	197
Financial Assistance	531
Legal/Consumer	386
Medical	512
Mental Health	243
Seasonal ²	196
Senior Services	90
Transportation	121
Volunteering	27
Vouchers	200
Youth Programs	46
Other Needs Not Listed Above	881

Total Major Needs: **12,154**

Spanish Speaking Only Calls:³ **590**

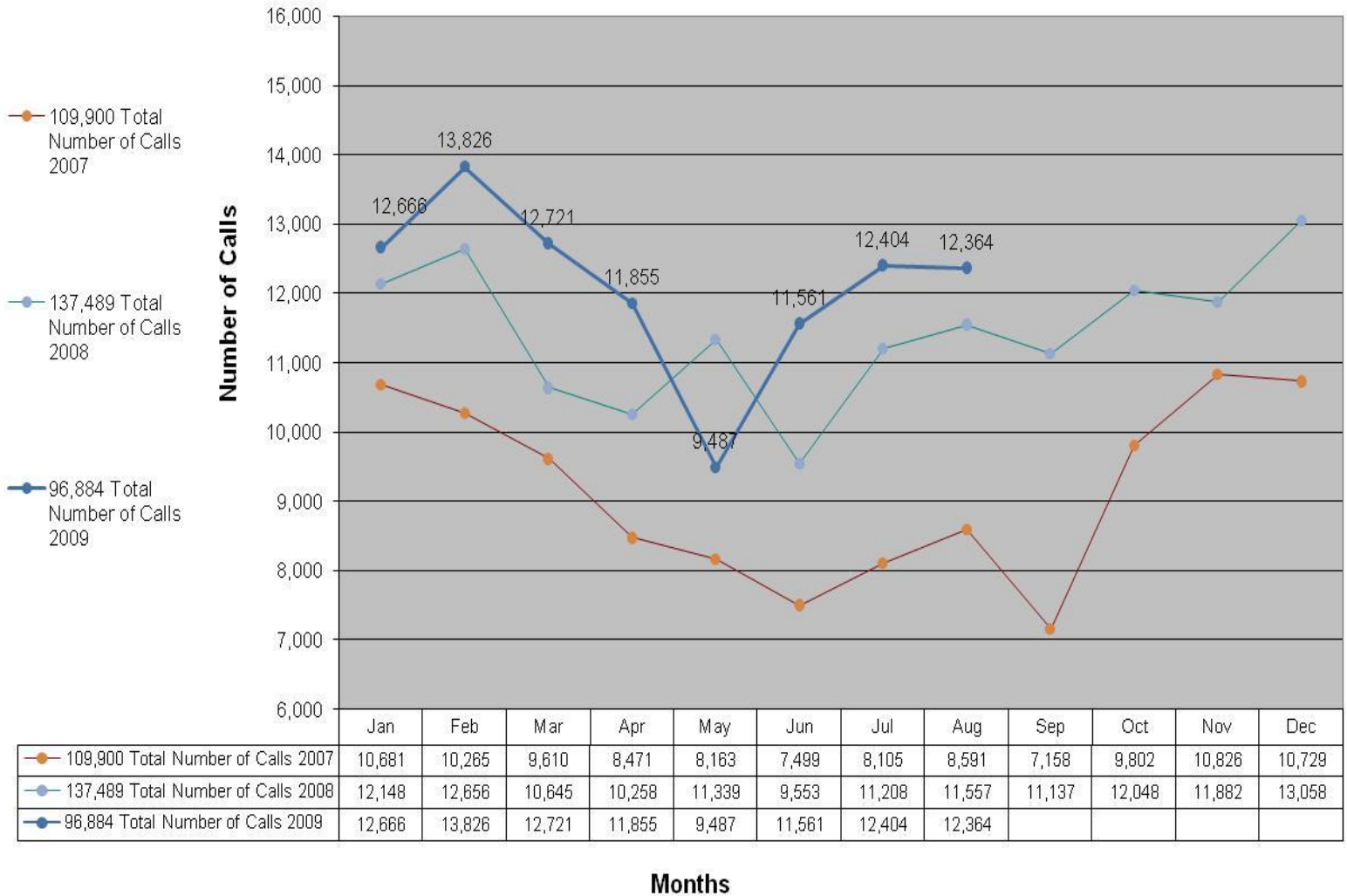
Visitors to www.unitedwaydenver.org, "Search for Services": **2,324**

¹ The sum of the categories under Major Referrals does not equal the number of calls because one caller often has multiple needs.

² Seasonal calls include Christmas and Thanksgiving assistance, summer camps, school supplies, tax assistance, and flu shots.

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 in August.

- | | |
|--|---|
| 78% are women. | 68% are unemployed. |
| 67% are single, divorced or separated. | 67% have an annual income under \$10,000 (\$833 per month).
Average income \$6,780 per year. |
| 58% are under 40 years of age. | 99% earn less than 50% of area median family income ⁴ |
| 34% are Caucasian. | |

2-1-1 Homeless Caller Demographics

The following information was collected in August.

- | | |
|--|--|
| 73% are homeless for the first time. | 53% are staying with friends or relatives. |
| 50% are recently homeless (under 30 days). | 15% are staying in hotels/motels. |
| 76% are single, divorced or separated. | 13% are from out of state. |
| 72% are women. | 23% are under 25 years of age |
| 49% are from Denver County. | 45% of 581 homeless children are under the age of 5 (260 Homeless Children). |
| 58 homeless children are under a year old. | |

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