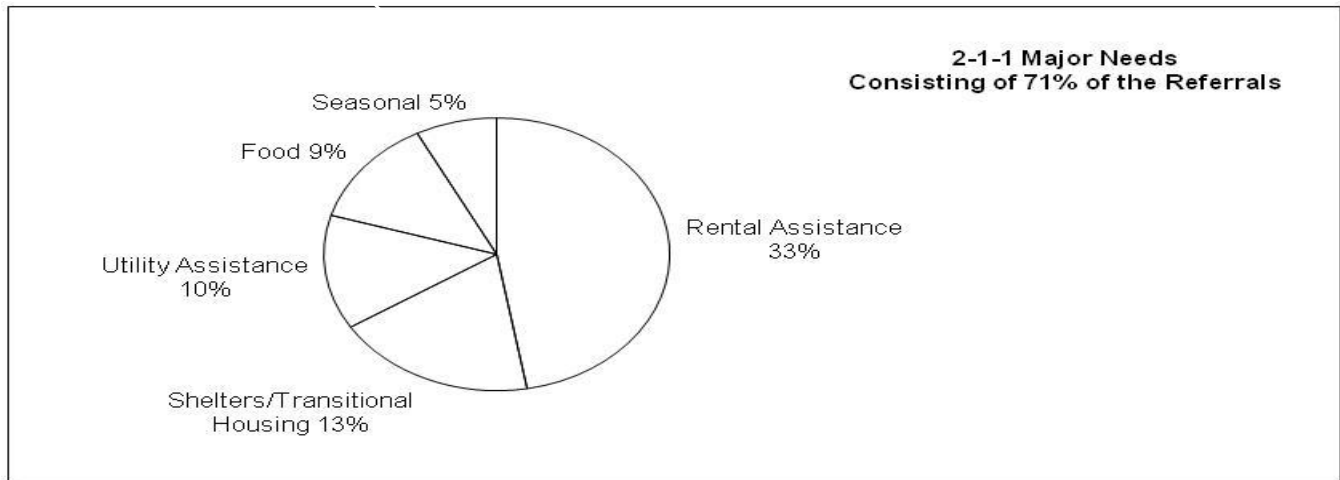




**MILE HIGH UNITED WAY 2-1-1  
December 2009**



**Top Five Needs:**

1. Rental Assistance	3,918	Referrals
2. Shelters/Transitional Housing	1,564	Referrals
3. Utility Assistance	1,129	Referrals
4. Food	1,059	Referrals
5. Seasonal <sup>1</sup>	632	Referrals

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**Total Calls:** **12,834**  
**Major Referrals:<sup>2</sup>**

Child Care	83
Dental	139
Donations	97
Employment/Adult Education	143
Housing Counseling/Assistance	454
Legal/Consumer	323
Medical	465
Mental Health	235
Financial Assistance	368
Senior Services	100
Transportation	107
Volunteering	51
Vouchers	158
Youth Programs	16
Other Needs Not Listed Above	826

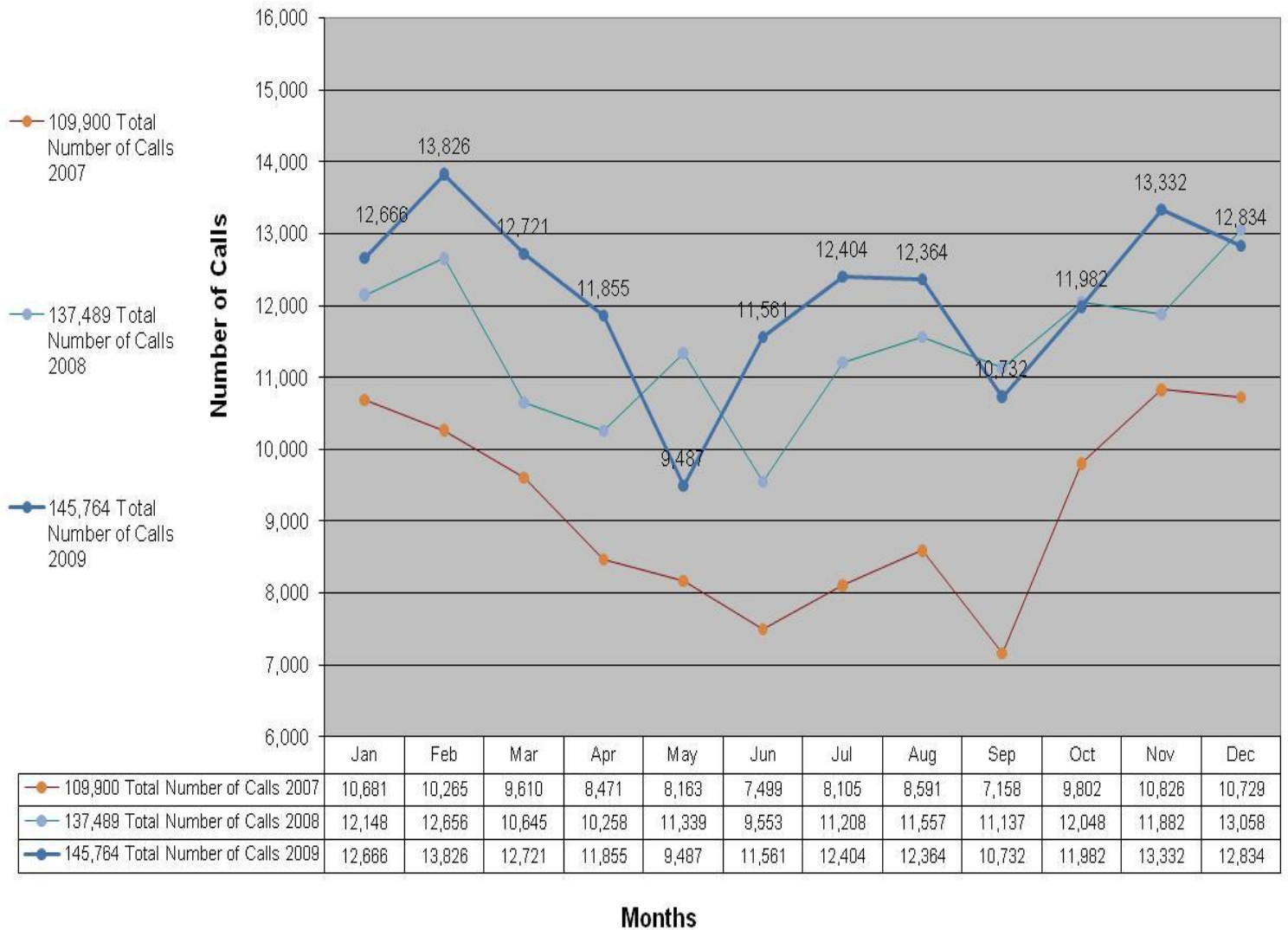
**Total Major Needs:** **11,867**  
**Spanish Speaking Only Calls:<sup>3</sup>** **639**  
**Visitors to [www.unitedwaydenver.org](http://www.unitedwaydenver.org), "Search for Services":** **2,506**

<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 December.

- 76% are women.
- 66% are single, divorced or separated.
- 55% are under 40 years of age.
- 34% are Caucasian.
- 66% are unemployed.
- 65% have an annual income under \$10,000 (\$833 per month). Average income \$6,696 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 December.

- 67% are homeless for the first time.
- 43% are recently homeless (under 30 days).
- 76% are single, divorced or separated.
- 69% are women.
- 44% are from Denver County.
- 65 homeless children are under a year old.
- 50% are staying with friends or relatives.
- 16% are staying in hotels/motels.
- 9% are from out of state.
- 24% are under 25 years of age.
- 51% of 494 homeless children are under the age of 5 (254 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)