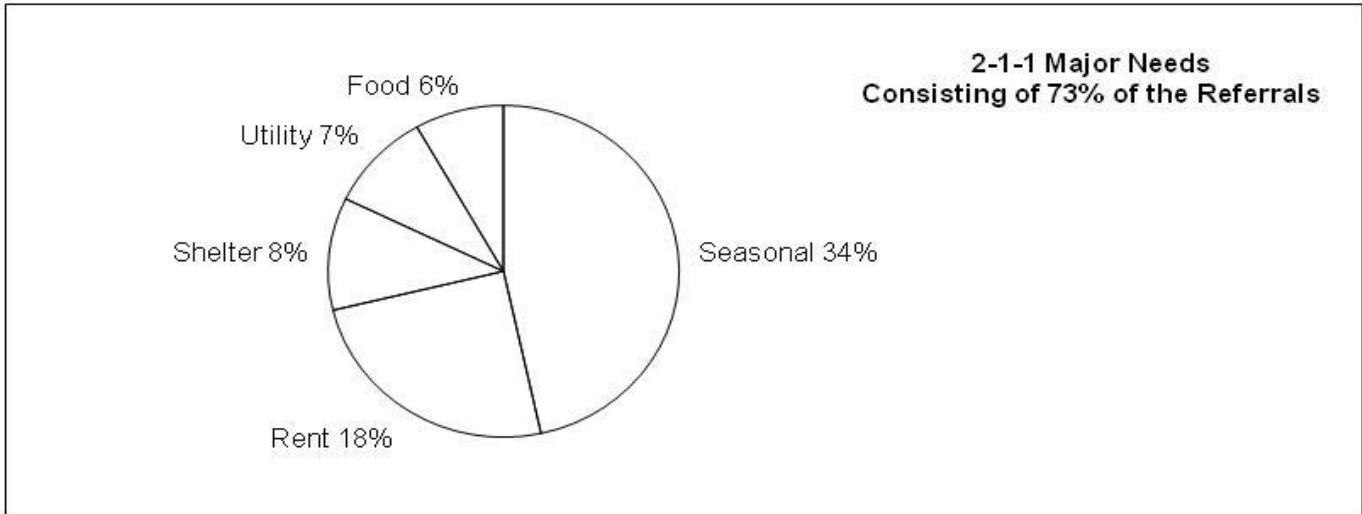




**MILE HIGH UNITED WAY 2-1-1
February 2009**



Top Five Needs:

1. Seasonal ¹	4,883	Referrals
2. Rental Assistance	2,596	Referrals
3. Shelters/Transitional Housing	1,204	Referrals
4. Utility Assistance	930	Referrals
5. Food	906	Referrals

Total Calls: **13,826**

Major Referrals:²

Child Care	33
Dental	136
Donations	45
Employment/Adult Education	204
Financial Assistance	373
Housing Counseling/Assistance	431
Legal/Consumer	357
Medical	554
Mental Health	228
Senior Services	111
Transportation	151
Volunteering	22
Vouchers	93
Youth Programs	25
Other Needs Not Listed Above	892

Total Major Needs: **14,174**

Spanish Speaking Only Calls:³ **1,030**

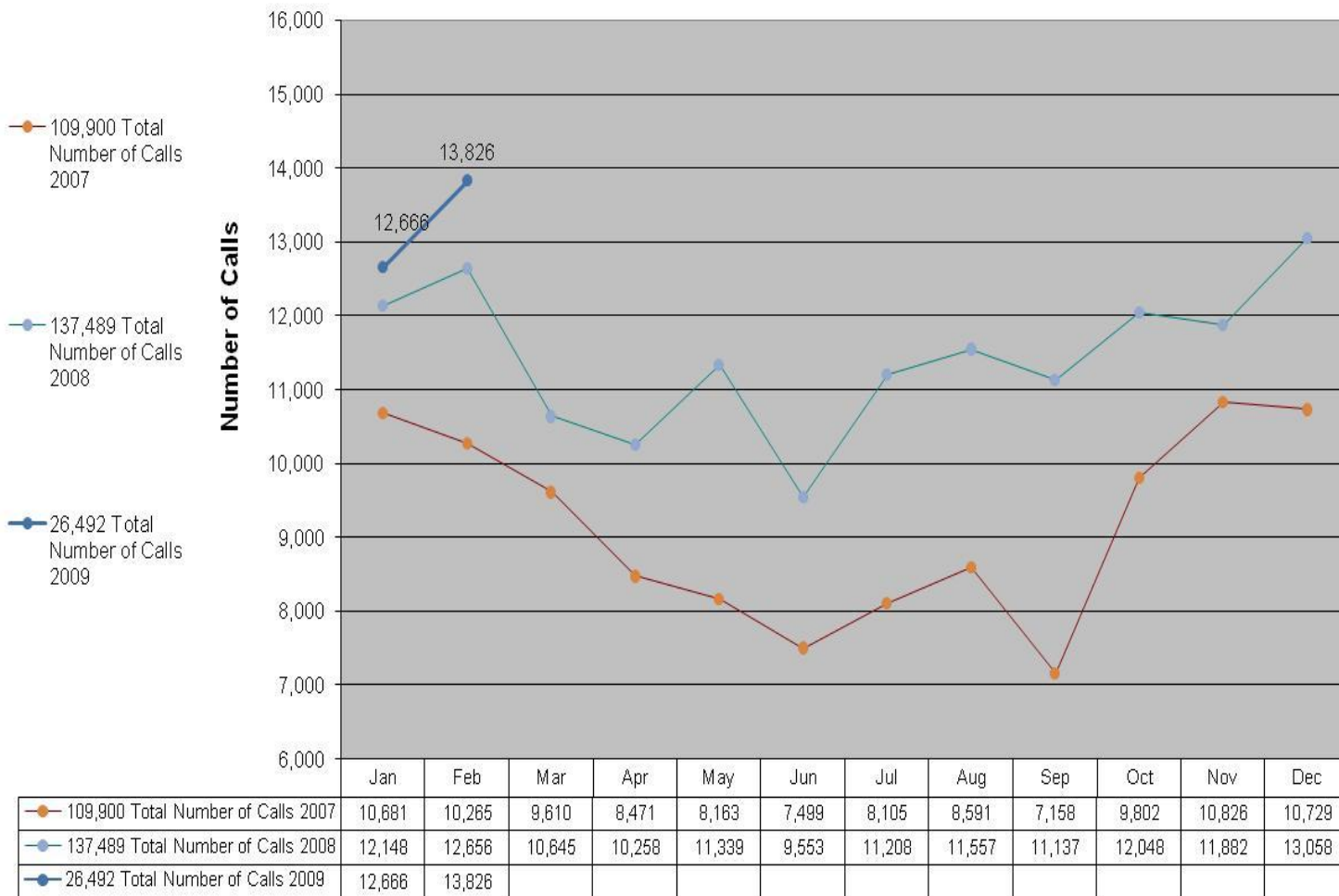
Visitors to www.unitedwaydenver.org, "Search for Services": **1,740**

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



Months

2-1-1 Caller Demographics

The following information was collected in February.

- | | |
|--|--|
| 70% are women. | 51% are unemployed. |
| 60% are single, divorced or separated. | 53% have an annual income under \$10,000 (\$833 per month). |
| 47% are under 40 years of age. | Average income \$777 per year. |
| 34% are Caucasian. | 99% earn less than 50% of area median family income ⁴ |

2-1-1 Homeless Caller Demographics

The following information was collected in February.

- | | |
|--|--|
| 66% are homeless for the first time. | 51% are staying with friends or relatives. |
| 48% are recently homeless (under 30 days). | 16% are staying in hotels/motels. |
| 73% are single, divorced or separated. | 10% are from out of state. |
| 66% are women. | 23% are under 25 years of age |
| 42% are from Denver County. | 44% of 455 homeless children are under the age of 5 (199 Homeless Children). |
| 39 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