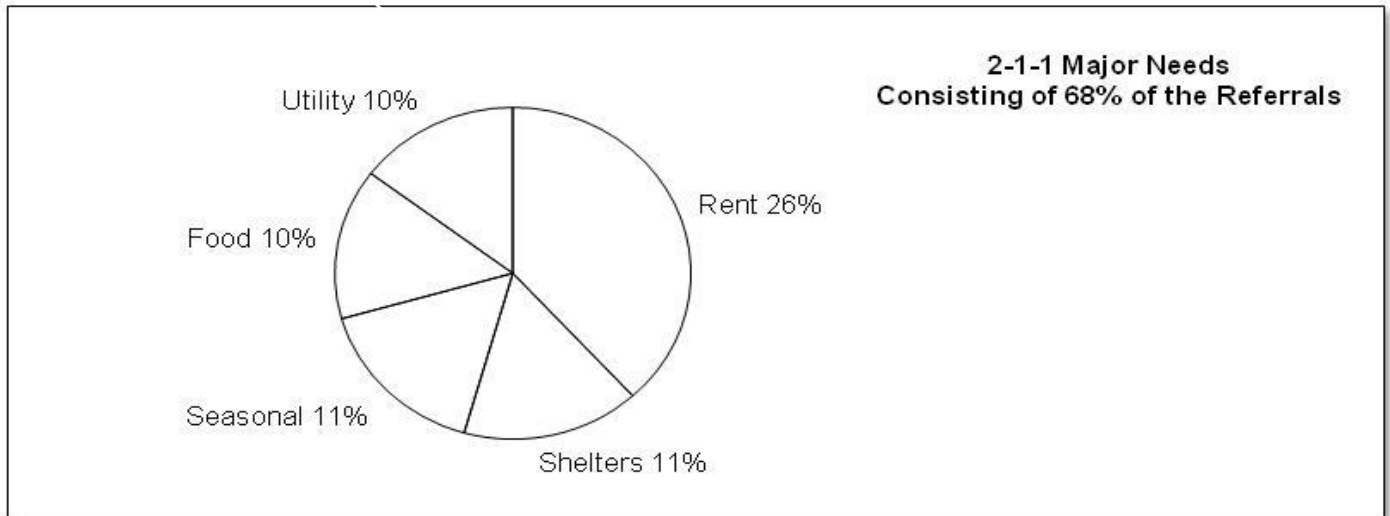




**MILE HIGH UNITED WAY 2-1-1
January 2009**



Top Five Needs:

1. Rental Assistance	3,221	Referrals
2. Shelters/Transitional Housing	1,386	Referrals
3. Seasonal ¹	1,306	Referrals
4. Food	1,261	Referrals
5. Utility Assistance	1,183	Referrals

Total Calls:	12,666
Major Referrals:²	
Child Care	61
Dental	136
Donations	92
Employment/Adult Education	230
Financial Assistance	501
Housing Counseling/Assistance	554
Legal/Consumer	302
Medical	521
Mental Health	190
Senior Services	109
Transportation	141
Volunteering	32
Vouchers	108
Youth Programs	45
Other Needs Not Listed Above	1,032

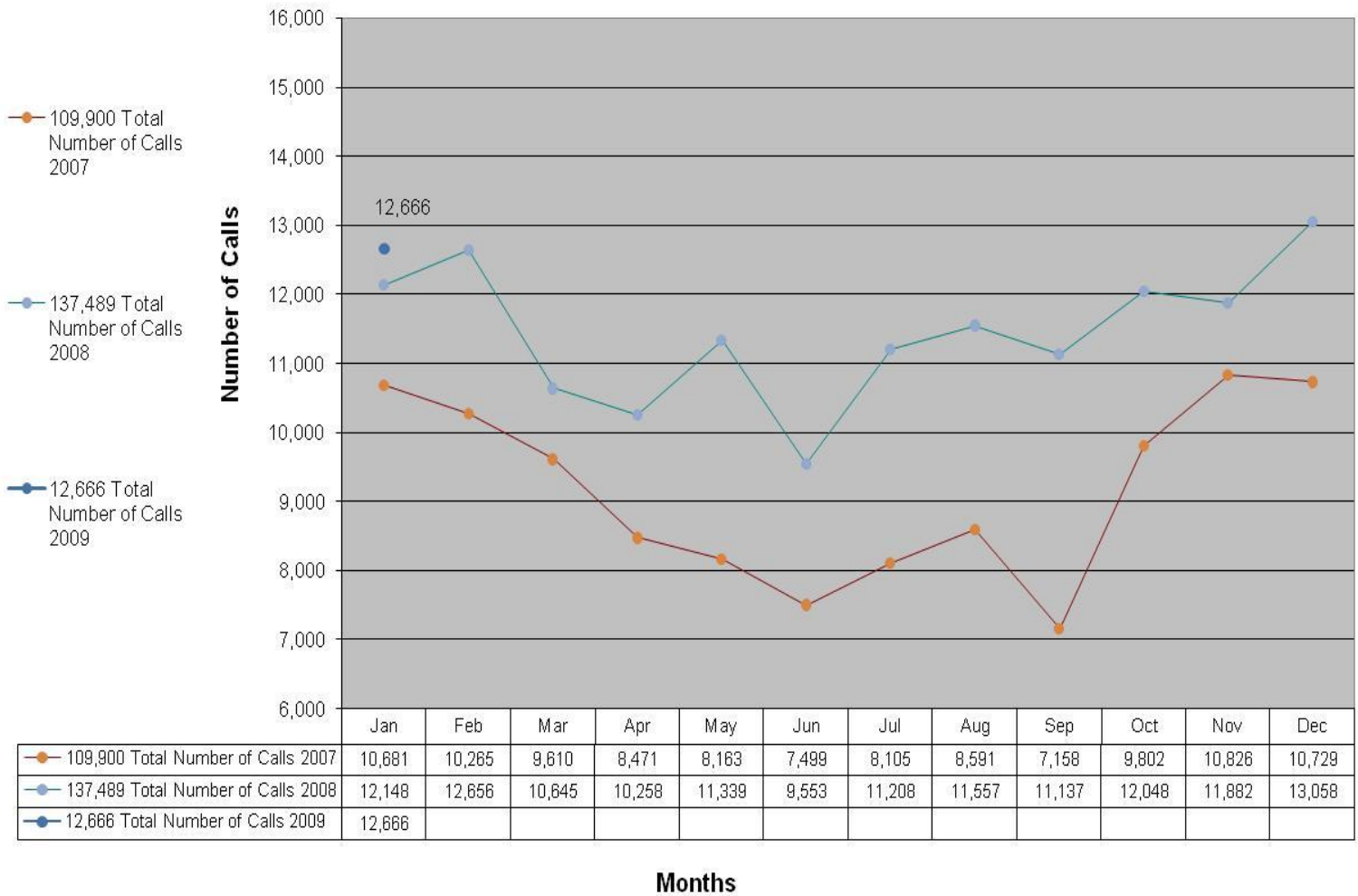
Total Major Needs:	12,411
Spanish Speaking Only Calls:³	884
Visitors to www.unitedwaydenver.org, "Search for Services":	1,363

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



2-1-1 Caller Demographics

The following information was collected in January.

- 74% are women.
- 62% are single, divorced or separated.
- 52% are under 40 years of age.
- 34% are Caucasian.
- 54% are unemployed.
- 60% have an annual income under \$10,000 (\$833 per month).
- Average income \$649 per year.
- 99% earn less than 50% of area median family income⁴

2-1-1 Homeless Caller Demographics

The following information was collected in January.

- 57% are homeless for the first time.
- 46% are recently homeless (under 30 days).
- 73% are single, divorced or separated.
- 71% are women.
- 39% are from Denver County.
- 61 homeless children are under a year old.
- 47% are staying with friends or relatives.
- 16% are staying in hotels/motels.
- 10% are from out of state.
- 27% are under 25 years of age
- 56% of 477 homeless children are under the age of 5 (265 Homeless Children).

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