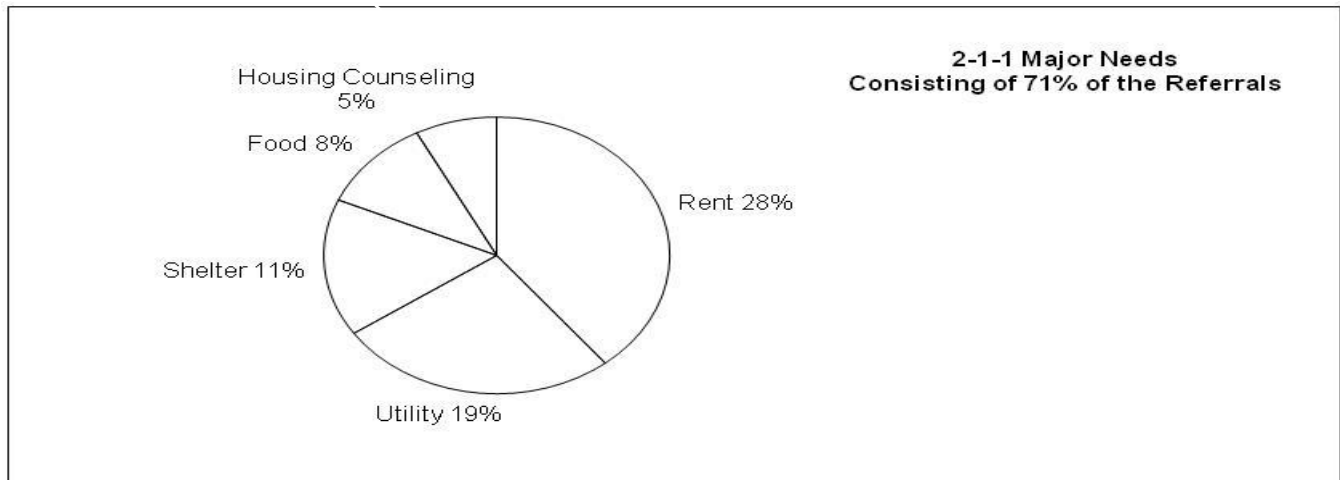




**MILE HIGH UNITED WAY 2-1-1  
July 2009**



**Top Five Needs:**

1. Rental Assistance	3,567	Referrals
2. Utility Assistance	2,391	Referrals
3. Shelters/Transitional Housing	1,465	Referrals
4. Food	979	Referrals
5. Housing Counseling/Assistance	698	Referrals

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**Total Calls:** **12,404**

**Major Referrals:<sup>1</sup>**

Child Care	104
Dental	147
Donations	57
Employment/Adult Education	123
Financial Assistance	444
Legal/Consumer	362
Medical	523
Mental Health	266
Seasonal <sup>2</sup>	200
Senior Services	110
Transportation	119
Volunteering	22
Vouchers	193
Youth Programs	43
Other Needs Not Listed Above	957

**Total Major Needs:** **12,770**

**Spanish Speaking Only Calls:<sup>3</sup>** **519**

**Visitors to [www.unitedwaydenver.org](http://www.unitedwaydenver.org), "Search for Services":** **2,272**

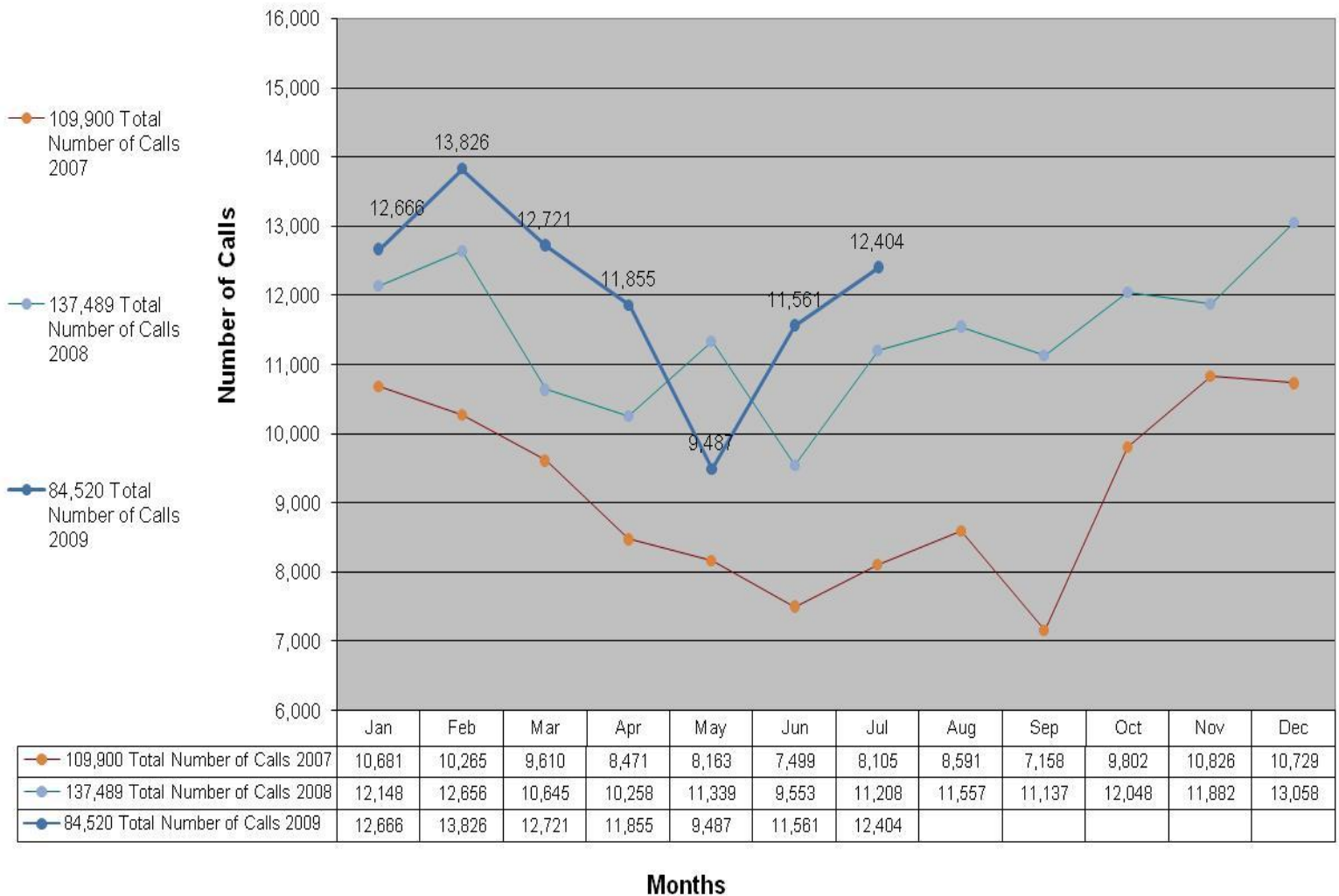
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<sup>1</sup> The sum of the categories under Major Referrals does not equal the number of calls because one caller often has multiple needs.

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

<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 July.

- 78% are women.
- 66% are single, divorced or separated.
- 57% are under 40 years of age.
- 34% are Caucasian.
- 66% are unemployed.
- 66% have an annual income under \$10,000 (\$833 per month).  
Average income \$6,708 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 July.

- 75% are homeless for the first time.
- 51% are recently homeless (under 30 days).
- 71% are single, divorced or separated.
- 72% are women.
- 39% are from Denver County.
- 89 homeless children are under a year old.
- 49% are staying with friends or relatives.
- 13% are staying in hotels/motels.
- 14% are from out of state.
- 24% are under 25 years of age
- 46% of 676 homeless children are under the age of 5 (311 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)