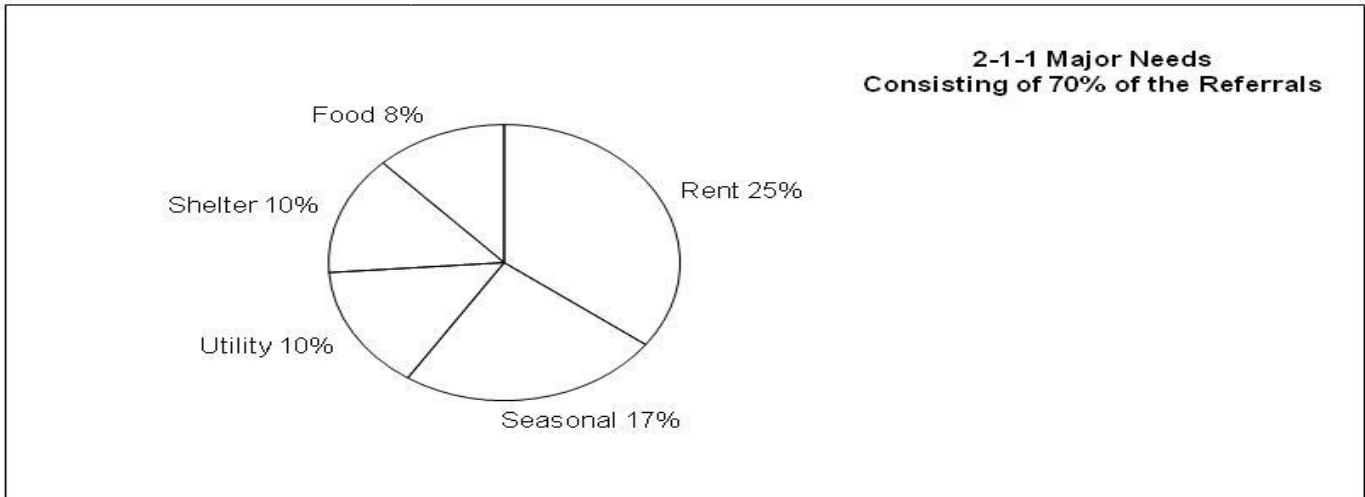




**MILE HIGH UNITED WAY 2-1-1
March 2009**



Top Five Needs:

1. Rental Assistance	3,225	Referrals
2. Seasonal ¹	2,207	Referrals
3. Utility Assistance	1,342	Referrals
4. Shelters/Transitional Housing	1,290	Referrals
5. Food	1,109	Referrals

Total Calls: **12,721**

Major Referrals:²

Child Care	61
Dental	171
Donations	69
Employment/Adult Education	200
Financial Assistance	518
Housing Counseling/Assistance	547
Legal/Consumer	359
Medical	486
Mental Health	253
Senior Services	85
Transportation	92
Volunteering	52
Vouchers	75
Youth Programs	37
Other Needs Not Listed Above	909

Total Major Needs: **13,087**

Spanish Speaking Only Calls:³ **769**

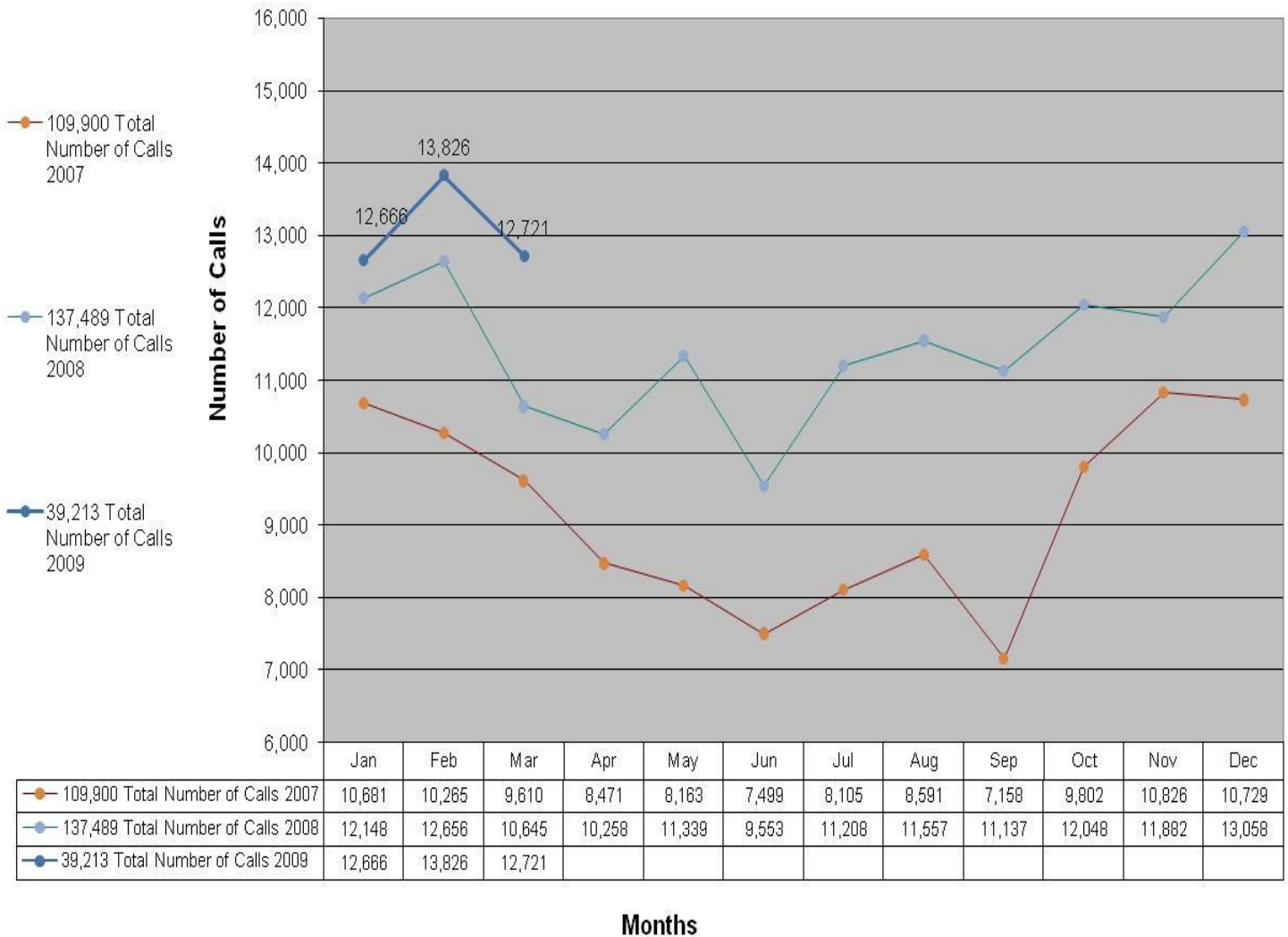
Visitors to www.unitedwaydenver.org, "Search for Services": **1,794**

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 March.

- 72% are women.
- 62% are single, divorced or separated.
- 48% are under 40 years of age.
- 36% are Caucasian.
- 59% are unemployed.
- 59% have an annual income under \$10,000 (\$833 per month).
- Average income \$777 per year.
- 99% earn less than 50% of area median family income⁴

2-1-1 Homeless Caller Demographics

The following information was collected in March.

- 60% are homeless for the first time.
- 45% are recently homeless (under 30 days).
- 74% are single, divorced or separated.
- 70% are women.
- 42% are from Denver County.
- 52 homeless children are under a year old.
- 48% are staying with friends or relatives.
- 17% are staying in hotels/motels.
- 7% are from out of state.
- 23% are under 25 years of age
- 48% of 431 homeless children are under the age of 5 (205 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