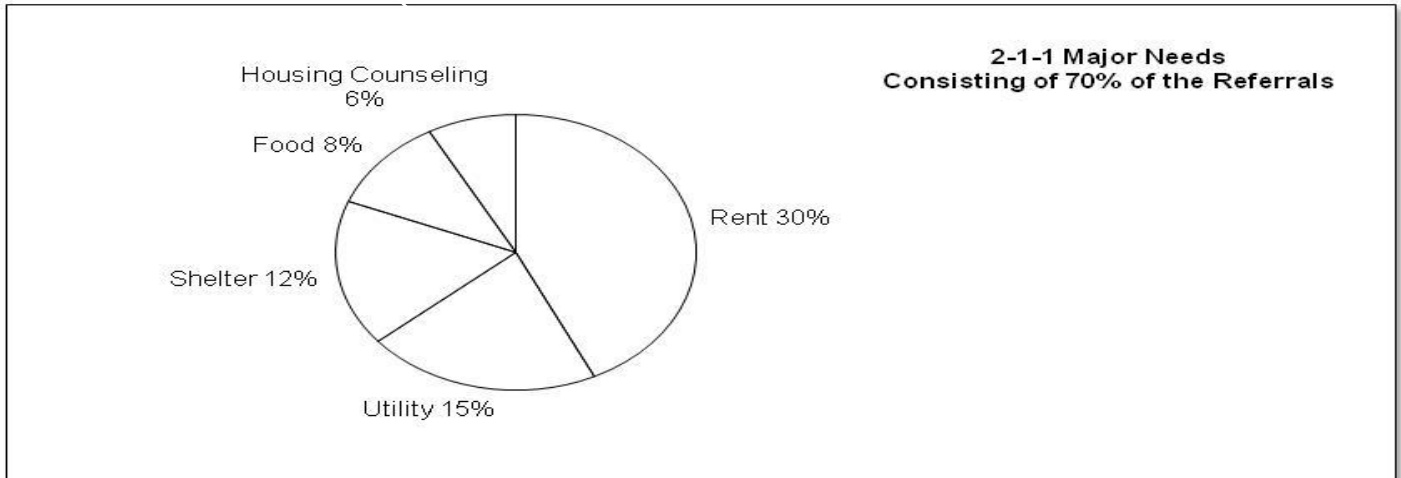




MILE HIGH UNITED WAY 2-1-1
May 2009



Top Five Needs:

1. Rental Assistance	3,240	Referrals
2. Utility Assistance	1,588	Referrals
3. Shelters/Transitional Housing	1,301	Referrals
4. Food	831	Referrals
5. Housing Counseling/Assistance	603	Referrals

Total Calls: **9,487**

Major Referrals:¹

Child Care	48
Dental	168
Donations	55
Employment/Adult Education	177
Financial Assistance	396
Legal/Consumer	311
Medical	550
Mental Health	187
Seasonal ²	82
Senior Services	93
Transportation	81
Volunteering	39
Vouchers	167
Youth Programs	51
Other Needs Not Listed Above	829

Total Major Needs: **10,797**

Spanish Speaking Only Calls:³ **483**

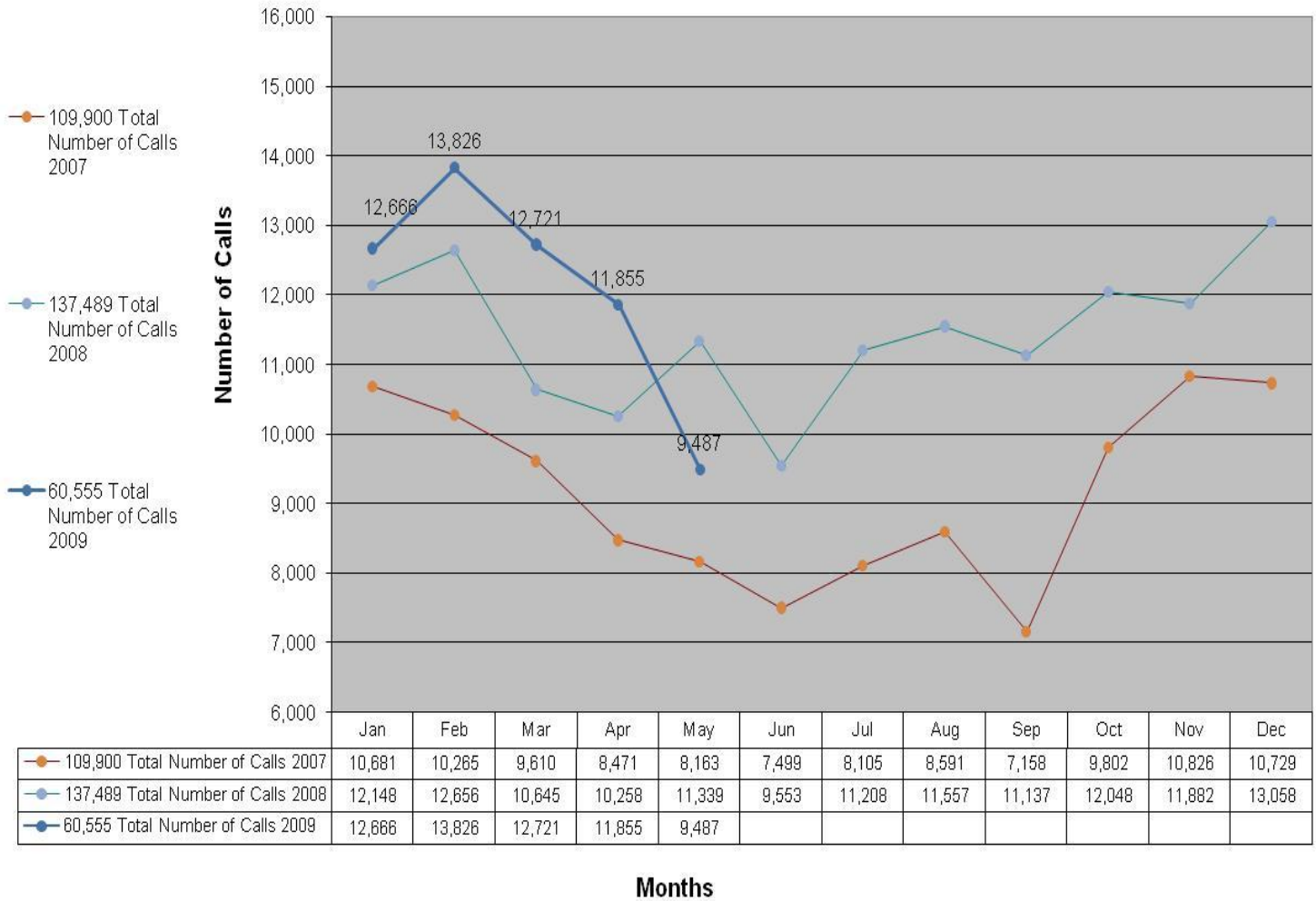
Visitors to www.unitedwaydenver.org, "Search for Services": **1,605**

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

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

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 May.

- 76% are women.
- 63% are single, divorced or separated.
- 56% are under 40 years of age.
- 33% are Caucasian.
- 63% are unemployed.
- 63% have an annual income under \$10,000 (\$833 per month).
- Average income \$584 per year.
- 99% earn less than 50% of area median family income⁴

2-1-1 Homeless Caller Demographics

The following information was collected in May.

- 70% are homeless for the first time.
- 48% are recently homeless (under 30 days).
- 72% are single, divorced or separated.
- 76% are women.
- 40% are from Denver County.
- 65 homeless children are under a year old.
- 46% are staying with friends or relatives.
- 16% are staying in hotels/motels.
- 12% are from out of state.
- 27% are under 25 years of age
- 49% of 448 homeless children are under the age of 5 (221 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