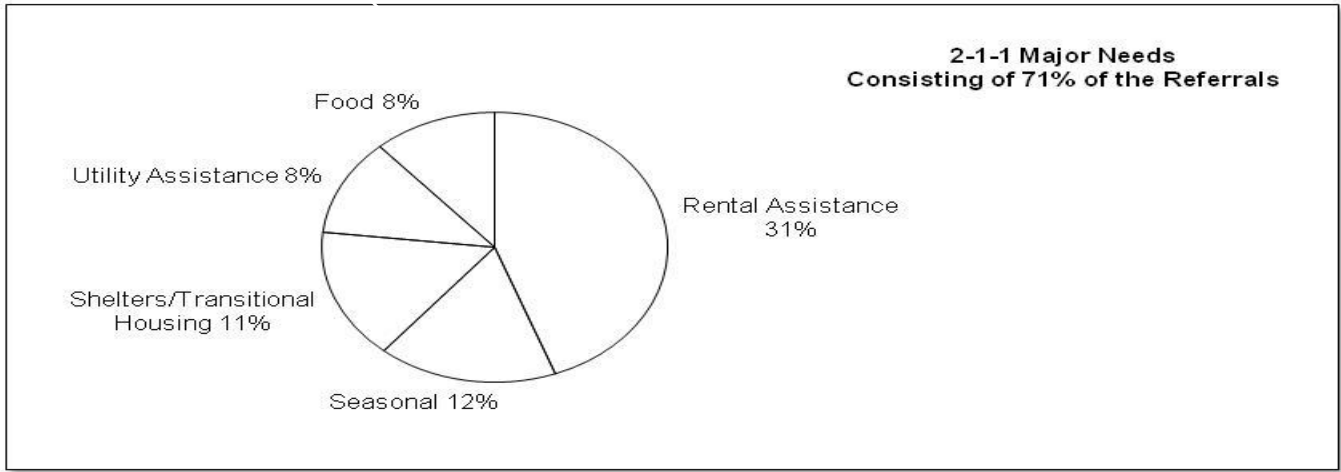




**MILE HIGH UNITED WAY 2-1-1
November 2009**



Top Five Needs:

1. Rental Assistance	3,916	Referrals
2. Seasonal ¹	1,483	Referrals
3. Shelters/Transitional Housing	1,388	Referrals
4. Utility Assistance	1,028	Referrals
5. Food	1,024	Referrals

Total Calls: **13,332**

Major Referrals:²

Child Care	77
Dental	141
Donations	70
Employment/Adult Education	143
Housing Counseling/Assistance	481
Legal/Consumer	298
Medical	455
Mental Health	209
Financial Assistance	451
Senior Services	62
Transportation	126
Volunteering	173
Vouchers	112
Youth Programs	23
Other Needs Not Listed Above	784

Total Major Needs: **12,444**

Spanish Speaking Only Calls:³ **611**

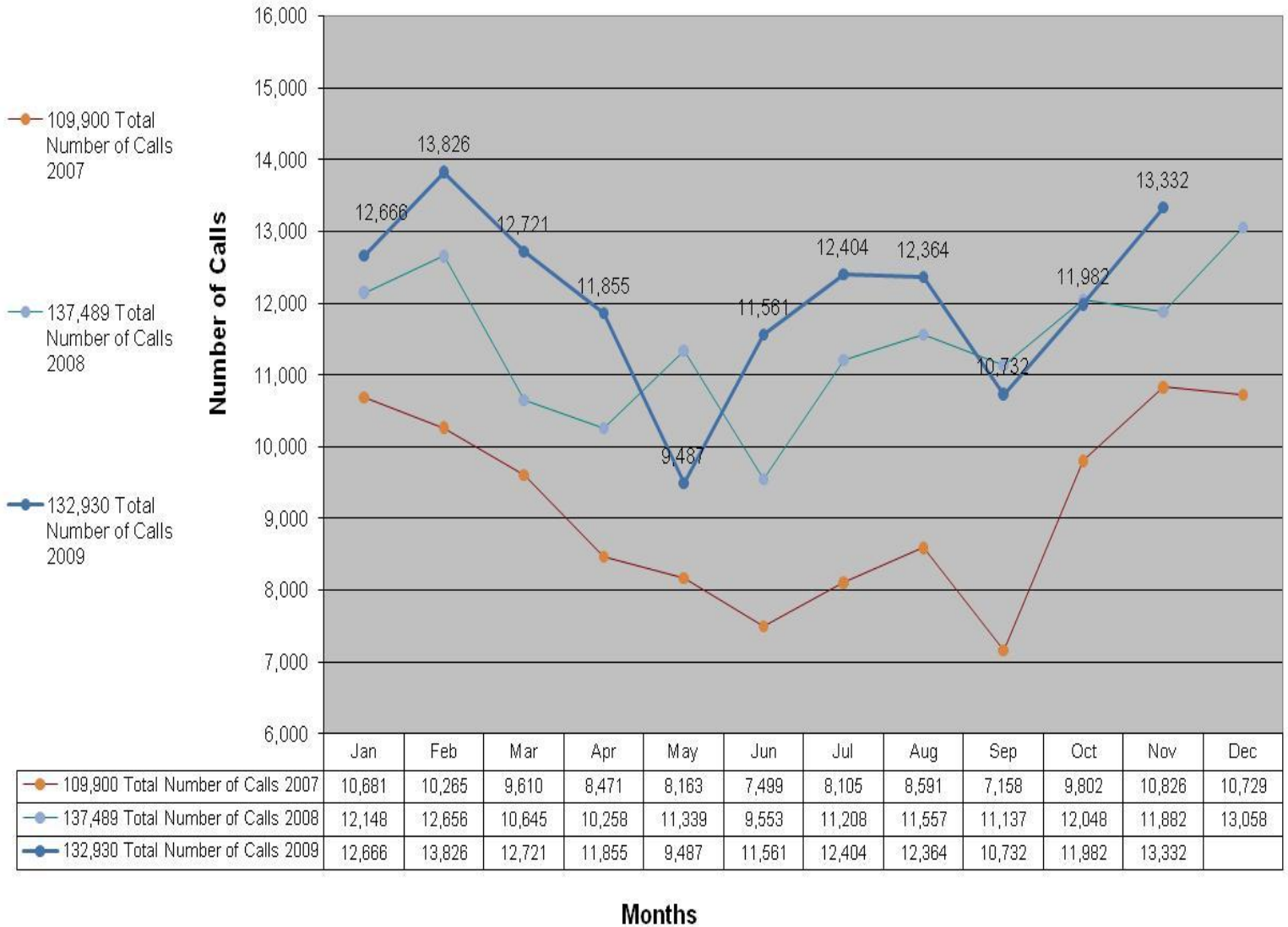
Visitors to www.unitedwaydenver.org, "Search for Services": **2,939**

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 November.

- 78% are women.
- 65% are single, divorced or separated.
- 57% are under 40 years of age.
- 34% are Caucasian.
- 66% are unemployed.
- 63% have an annual income under \$10,000 (\$833 per month). Average income \$7,068 per year.
- 99% earn less than 50% of area median family income⁴.

2-1-1 Homeless Caller Demographics

The following information was collected in November.

- 69% are homeless for the first time.
- 46% are recently homeless (under 30 days).
- 74% are single, divorced or separated.
- 75% are women.
- 42% are from Denver County.
- 62 homeless children are under a year old.
- 48% are staying with friends or relatives.
- 11% are staying in hotels/motels.
- 11% are from out of state.
- 24% are under 25 years of age.
- 47% of 601 homeless children are under the age of 5 (282 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