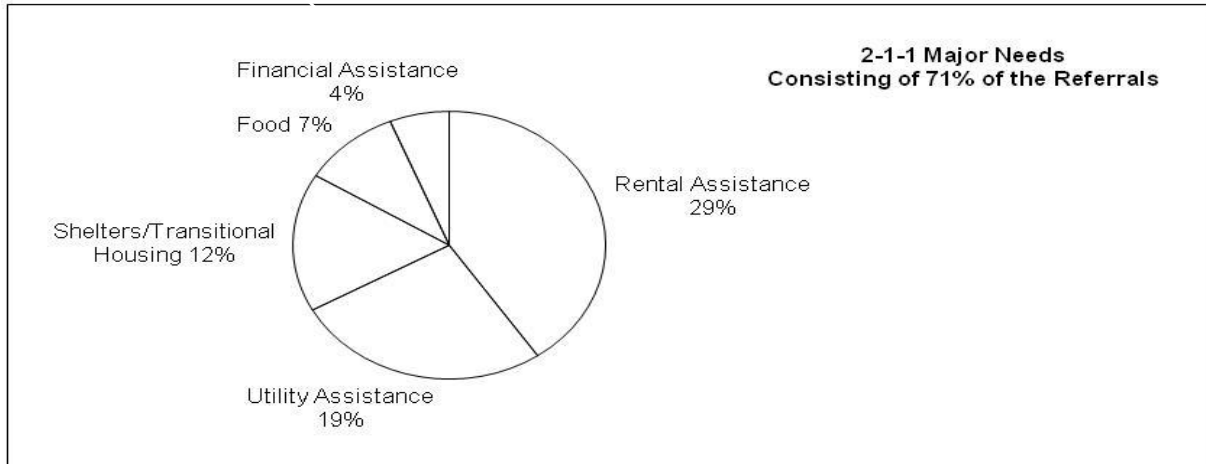




**MILE HIGH UNITED WAY 2-1-1  
September 2009**



**Top Five Needs:**

1. Rental Assistance	3,401	Referrals
2. Utility Assistance	2,229	Referrals
3. Shelters/Transitional Housing	1,409	Referrals
4. Food	851	Referrals
5. Financial Assistance	519	Referrals

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**Total Calls:** **10,731**

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

Child Care	92
Dental	120
Donations	60
Employment/Adult Education	146
Housing Counseling/Assistance	509
Legal/Consumer	409
Medical	490
Mental Health	235
Seasonal <sup>2</sup>	9
Senior Services	99
Transportation	97
Volunteering	26
Vouchers	206
Youth Programs	17
Other Needs Not Listed Above	896

**Total Major Needs:** **11,820**

**Spanish Speaking Only Calls:<sup>3</sup>** **534**

**Visitors to [www.unitedwaydenver.org](http://www.unitedwaydenver.org), "Search for Services":** **2,480**

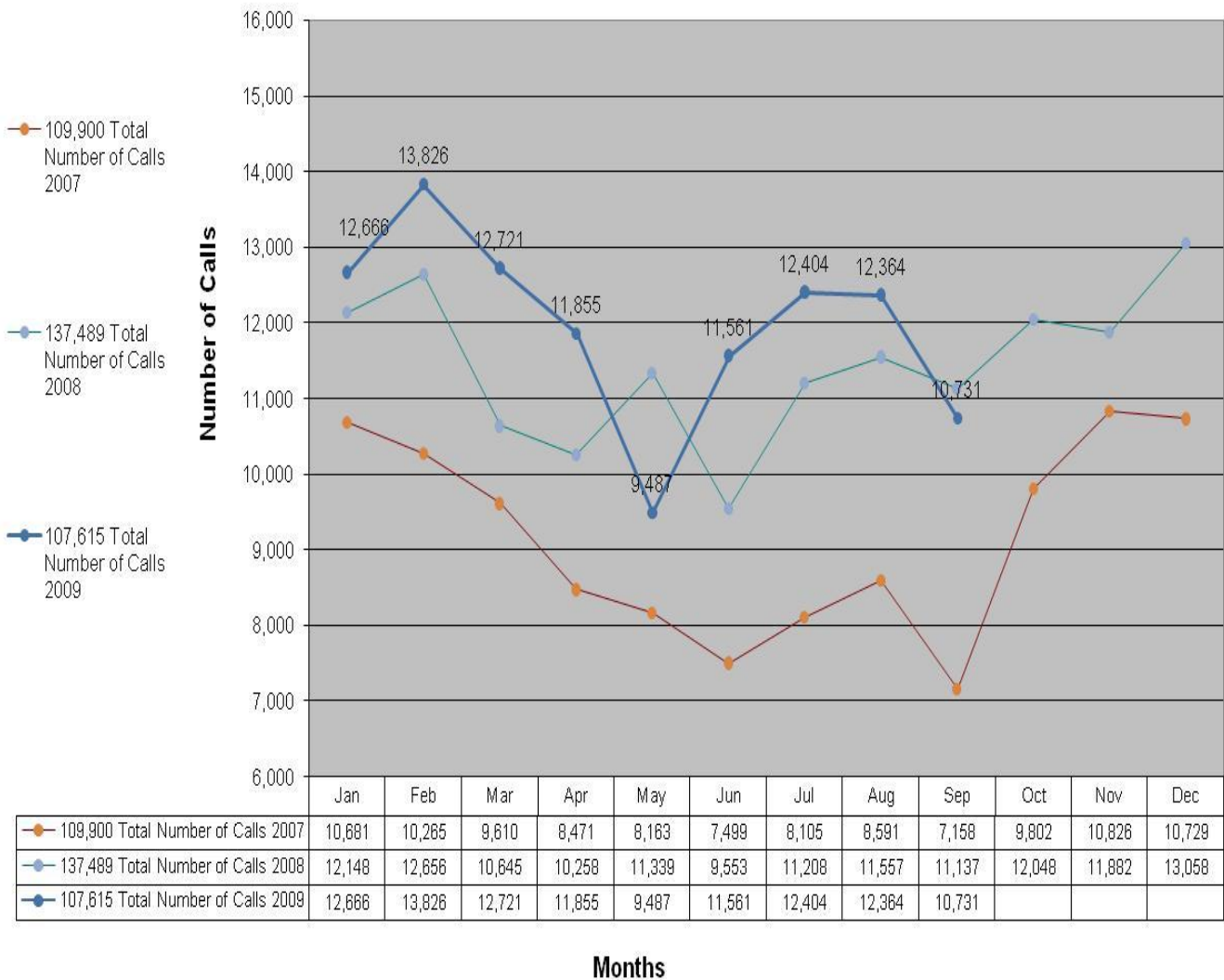
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<sup>1</sup> The sum of the categories under Major Referrals does not equal the number of calls because one caller often has multiple needs.

<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 September.

- 77% are women.
- 65% are single, divorced or separated.
- 56% are under 40 years of age.
- 35% are Caucasian.
- 66% are unemployed.
- 67% have an annual income under \$10,000 (\$833 per month). Average income \$6,672 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 September.

- 69% are homeless for the first time.
- 47% are recently homeless (under 30 days).
- 72% are single, divorced or separated.
- 73% are women.
- 41% are from Denver County.
- 79 homeless children are under a year old.
- 49% are staying with friends or relatives.
- 14% are staying in hotels/motels.
- 12% are from out of state.
- 22% are under 25 years of age
- 50% of 618 homeless children are under the age of 5 (312 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)