

## Mile High United Way 2-1-1 - Client Statistics - July 2010

| <u>Age Range</u> | <u># of Callers</u> | <u>Percent</u> |
|------------------|---------------------|----------------|
| Under 17         | 24                  | Less than 1%   |
| 18-24            | 787                 | 14%            |
| 25-39            | 2,081               | 38%            |
| 40-54            | 1,447               | 26%            |
| 55-59            | 292                 | 5%             |
| 60-74            | 310                 | 6%             |
| 75-84            | 47                  | 1%             |
| 85 and Older     | 11                  | Less than 1%   |
| Refused          | 225                 | 4%             |
| No Entry         | 267                 | 5%             |
|                  | <u>5,491</u>        |                |

| <u>Living Status</u> | <u># of Callers</u> | <u>Percent</u> |
|----------------------|---------------------|----------------|
| Divorced             | 445                 | 8%             |
| Living Together      | 379                 | 7%             |
| Married              | 897                 | 16%            |
| Other                | 37                  | 1%             |
| Roommates            | 93                  | 2%             |
| Separated            | 415                 | 8%             |
| Single               | 2,707               | 49%            |
| Widowed              | 129                 | 2%             |
| Refused              | 217                 | 4%             |
| No Entry             | 172                 | 3%             |
|                      | <u>5,491</u>        |                |

| <u>Employment</u>  | <u># of Callers</u> | <u>Percent</u> |
|--------------------|---------------------|----------------|
| Day Labor          | 16                  | Less than 1%   |
| Employed Full-Time | 601                 | 11%            |
| Employed Part-Time | 519                 | 9%             |
| Retired            | 85                  | 2%             |
| Self-Employed      | 29                  | 1%             |
| Student            | 37                  | 1%             |
| Unemployed         | 3,491               | 64%            |
| Other              | 22                  | Less than 1%   |
| Refused            | 384                 | 7%             |
| No Entry           | 307                 | 6%             |
|                    | <u>5,491</u>        |                |

| <u>Hispanic/Latino</u> | <u># of Callers</u> | <u>Percent</u> |
|------------------------|---------------------|----------------|
| Callers                | 1,374               | 25%            |

| <u>Race</u>                            | <u># of Callers</u> | <u>Percent</u> |
|--|---------------------|----------------|
| African American                       | 1,309               | 24%            |
| American Indian/Alaska Native          | 133                 | 2%             |
| Asian                                  | 34                  | 1%             |
| Caucasian                              | 1,805               | 33%            |
| Native Hawaiian/Other Pacific Islander | 10                  | Less than 1%   |
| Multi-Racial                           | 112                 | 2%             |
| Other                                  | 166                 | 3%             |
| Refused                                | 461                 | 8%             |
| No Entry                               | 1,461               | 27%            |
|  | <u>5,491</u>        |                |

| <u>Gender</u> | <u># of Callers</u> | <u>Percent</u> |
|---------------|---------------------|----------------|
| Male          | 1,256               | 23%            |
| Female        | 4,235               | 77%            |
|               | <u>5,491</u>        |                |

| <u>Income (per month)</u> | <u># of Callers</u> | <u>Percent</u> |
|---------------------------|---------------------|----------------|
| Less than \$417           | 2,369               | 43%            |
| \$418 - \$833             | 1,069               | 19%            |
| \$834 - \$1,667           | 924                 | 17%            |
| \$1,668 - \$2,500         | 262                 | 5%             |
| \$2,501 +                 | 76                  | 1%             |
| Refused                   | 382                 | 7%             |
| No Entry                  | 409                 | 7%             |
|                           | <u>5,491</u>        |                |

\*Note: 5,491 client contacts recorded this month in Tapestry out of 12,607 calls.

\*\*Information is based on calls received from Adams County, Arapahoe County, Boulder County, Broomfield County, Clear Creek, Denver County, Douglas County, Elbert County, Gilpin County, Jefferson County and Summit County

## 2-1-1 Shelter Referral Statistics - July 2010

| <u>Times Homeless</u> | <u># of Callers</u> | <u>Percent</u> |
|-----------------------|---------------------|----------------|
| First Time            | 544                 | 63%            |
| Second Time           | 100                 | 12%            |
| Third Time            | 20                  | 2%             |
| Fourth Time           | 12                  | 1%             |
| Fifth Time or Above   | 24                  | 3%             |
| Refused               | 20                  | 2%             |
| No Entry              | 146                 | 17%            |
|                       | <u>866</u>          |                |

| <u>How Long</u>     | <u># of Callers</u> | <u>Percent</u> |
|---------------------|---------------------|----------------|
| Under 30 Days       | 418                 | 48%            |
| 1 - 3 Months        | 177                 | 20%            |
| 4 - 6 Months        | 53                  | 6%             |
| 7 - 11 Months       | 26                  | 3%             |
| 12 Months - 2 Years | 47                  | 5%             |
| 3 - 5 Years         | 7                   | 1%             |
| 6 - 10 Years        | 2                   | Less than 1%   |
| Over 10 Years       | 2                   | Less than 1%   |
| Unknown             | 7                   | 1%             |
| Refused             | 17                  | 2%             |
| No Entry            | 110                 | 13%            |
|                     | <u>866</u>          |                |

| <u>Situation Last Night</u> | <u># of Callers</u> | <u>Percent</u> |
|-----------------------------|---------------------|----------------|
| Car                         | 39                  | 5%             |
| Detox                       | 2                   | Less than 1%   |
| Friends or Relatives        | 390                 | 45%            |
| Hospital                    | 16                  | 2%             |
| Hotel/Motel                 | 95                  | 11%            |
| Jail/Prison                 | 5                   | 1%             |
| Other                       | 34                  | 4%             |
| Own Home                    | 67                  | 8%             |
| Shelter                     | 55                  | 6%             |
| Streets                     | 65                  | 8%             |
| Transitional Housing        | 6                   | 1%             |
| No Entry                    | 92                  | 11%            |
|                             | <u>866</u>          |                |

| <u>Last County of Residence</u> | <u># of Callers</u> | <u>Percent</u> |
|---------------------------------|---------------------|----------------|
| Adams                           | 102                 | 12%            |
| Arapahoe                        | 107                 | 12%            |
| Boulder                         | 18                  | 2%             |
| Broomfield                      | 3                   | Less than 1%   |
| Clear Creek                     | 0                   | 0%             |
| Denver                          | 324                 | 37%            |
| Douglas                         | 2                   | Less than 1%   |
| Elbert                          | 0                   | 0%             |
| Gilpin                          | 0                   | 0%             |
| Jefferson                       | 77                  | 9%             |
| Summit                          | 1                   | Less than 1%   |
| Other Colorado                  | 30                  | 3%             |
| Out of State                    | 96                  | 11%            |
| No Entry                        | 106                 | 12%            |
|                                 | <u>866</u>          |                |

| <u>Domestic Violence</u> | <u># of Callers</u> | <u>Percent</u> |
|--------------------------|---------------------|----------------|
| Cases                    | 79                  | 9%             |

| <u>Gender</u> | <u># of Callers</u> | <u>Percent</u> |
|---------------|---------------------|----------------|
| Male          | 227                 | 26%            |
| Female        | 639                 | 74%            |
|               | <u>866</u>          |                |

Note: 866 shelter calls recorded

**2-1-1 Shelter Referral Statistics - July 2010**

| <b><u>Living Status</u></b> | <b><u># of Callers</u></b> | <b><u>Percent</u></b> |
|-----------------------------|----------------------------|-----------------------|
| Divorced                    | 49                         | 6%                    |
| Living Together             | 57                         | 7%                    |
| Married                     | 98                         | 11%                   |
| Other                       | 7                          | 1%                    |
| Roommates                   | 6                          | 1%                    |
| Separated                   | 68                         | 8%                    |
| Single                      | 494                        | 57%                   |
| Widowed                     | 10                         | 1%                    |
| Refused                     | 51                         | 6%                    |
| No Entry                    | 26                         | 3%                    |

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| <b><u>Age of caller</u></b> | <b><u># of Callers</u></b> | <b><u>Percent</u></b> |
|-----------------------------|----------------------------|-----------------------|
| Under 17                    | 9                          | 1%                    |
| 18-24                       | 189                        | 22%                   |
| 25-39                       | 318                        | 37%                   |
| 40-54                       | 198                        | 23%                   |
| 55-59                       | 30                         | 3%                    |
| 60-74                       | 21                         | 2%                    |
| 75-84                       | 1                          | Less than 1%          |
| 85 and Older                | 0                          | 0%                    |
| Refused                     | 49                         | 6%                    |
| No Entry                    | 51                         | 6%                    |

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| <b><u>Number of Members in a Household</u></b> | <b><u># of Callers</u></b> | <b><u>Percent</u></b> |
|--|----------------------------|-----------------------|
| 1 Person                                       | 346                        | 40%                   |
| 2 Individuals                                  | 151                        | 17%                   |
| 3 Individuals                                  | 140                        | 16%                   |
| 4 Individuals                                  | 70                         | 8%                    |
| 5 Individuals                                  | 57                         | 7%                    |
| 6 Individuals                                  | 22                         | 3%                    |
| 7 Individuals                                  | 6                          | 1%                    |
| 8 Individuals                                  | 6                          | 1%                    |
| 9 Individuals                                  | 0                          | 0%                    |
| 10 Individuals                                 | 0                          | 0%                    |
| 11 Individuals                                 | 0                          | 0%                    |
| 12 Individuals                                 | 0                          | 0%                    |
| 13 Individuals                                 | 0                          | 0%                    |
| 14 or More Individuals                         | 0                          | 0%                    |
| Refused  | 48                         | 6%                    |
| No Entry                                       | 20                         | 2%                    |

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| <b><u>Population Breakdown</u></b> | <b><u># of Callers</u></b> | <b><u>Percent</u></b> |
|------------------------------------|----------------------------|-----------------------|
| Two Parent Families with Children  | 102                        | 12%                   |
| One Parent Families with Children  | 248                        | 29%                   |
| Couples Without Children           | 37                         | 4%                    |
| Families with No Children/Spouse   | 38                         | 4%                    |
| Individuals                        | 364                        | 42%                   |
| Refused                            | 54                         | 6%                    |
| No Entry                           | 23                         | 3%                    |

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| <b><u>Veteran Status</u></b> | <b><u># of Callers</u></b> | <b><u>Percent</u></b> |
|------------------------------|----------------------------|-----------------------|
| Yes                          | 14                         | 2%                    |

| <b><u>County Caller is Calling From</u></b> | <b><u># of Callers</u></b> | <b><u>Percent</u></b> |
|---|----------------------------|-----------------------|
| Adams                                       | 137                        | 16%                   |
| Arapahoe                                    | 155                        | 18%                   |
| Boulder                                     | 23                         | 3%                    |
| Broomfield                                  | 2                          | Less than 1%          |
| Clear Creek                                 | 0                          | 0%                    |
| Denver                                      | 414                        | 48%                   |
| Douglas                                     | 11                         | 1%                    |
| Elbert                                      | 1                          | Less than 1%          |
| Gilpin                                      | 0                          | 0%                    |
| Jefferson                                   | 116                        | 13%                   |
| Summit                                      | 0                          | 0%                    |
| Other Colorado                              | 4                          | Less than 1%          |
| Out of State                                | 1                          | Less than 1%          |
| No Entry                                    | 2                          | Less than 1%          |

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**2-1-1 Shelter Referral Statistics - July 2010**

| <b><u>Ages of Children</u></b> | <b><u># of Children</u></b> | <b><u>Percent</u></b> |
|--------------------------------|-----------------------------|-----------------------|
| New Born                       | 68                          | 9%                    |
| 1 Year Old                     | 72                          | 10%                   |
| 2 Years Old                    | 73                          | 10%                   |
| 3 Years Old                    | 61                          | 8%                    |
| 4 Years Old                    | 59                          | 8%                    |
| 5 Years Old                    | 50                          | 7%                    |
| 6 Years Old                    | 49                          | 7%                    |
| 7 Years Old                    | 27                          | 4%                    |
| 8 Years Old                    | 56                          | 7%                    |
| 9 Years Old                    | 35                          | 5%                    |
| 10 Years Old                   | 29                          | 4%                    |
| 11 Years Old                   | 31                          | 4%                    |
| 12 Years Old                   | 25                          | 3%                    |
| 13 Years Old                   | 24                          | 3%                    |
| 14 Years Old                   | 32                          | 4%                    |
| 15 Years Old                   | 19                          | 3%                    |
| 16 Years Old                   | 15                          | 2%                    |
| 17 Years Old                   | 22                          | 3%                    |
| <hr/> Total                    | <hr/> 747                   | <hr/> 100%            |