

**Top Five Needs:**

1. Rental Assistance	3,465 Referrals
2. Utility Assistance	2,281 Referrals
3. Shelters/Transitional Housing	1,145 Referrals
4. Seasonal <sup>1</sup>	913 Referrals
5. Food	734 Referrals

**Total Calls:** **11,520**  
**Major Referrals:<sup>2</sup>**

Child Care	77 Referrals
Clothing	61 Referrals
Dental	152 Referrals
Donations	59 Referrals
Education	85 Referrals
Employment	98 Referrals
Financial Assistance	414 Referrals
Housing Counseling/Assistance	512 Referrals
Legal/Consumer	333 Referrals
Medical	427 Referrals
Mental Health	218 Referrals
Senior Services	80 Referrals
Transportation	143 Referrals
Volunteering	15 Referrals
Vouchers	98 Referrals
Youth Programs	16 Referrals
Other Needs Not Listed Above	491 Referrals

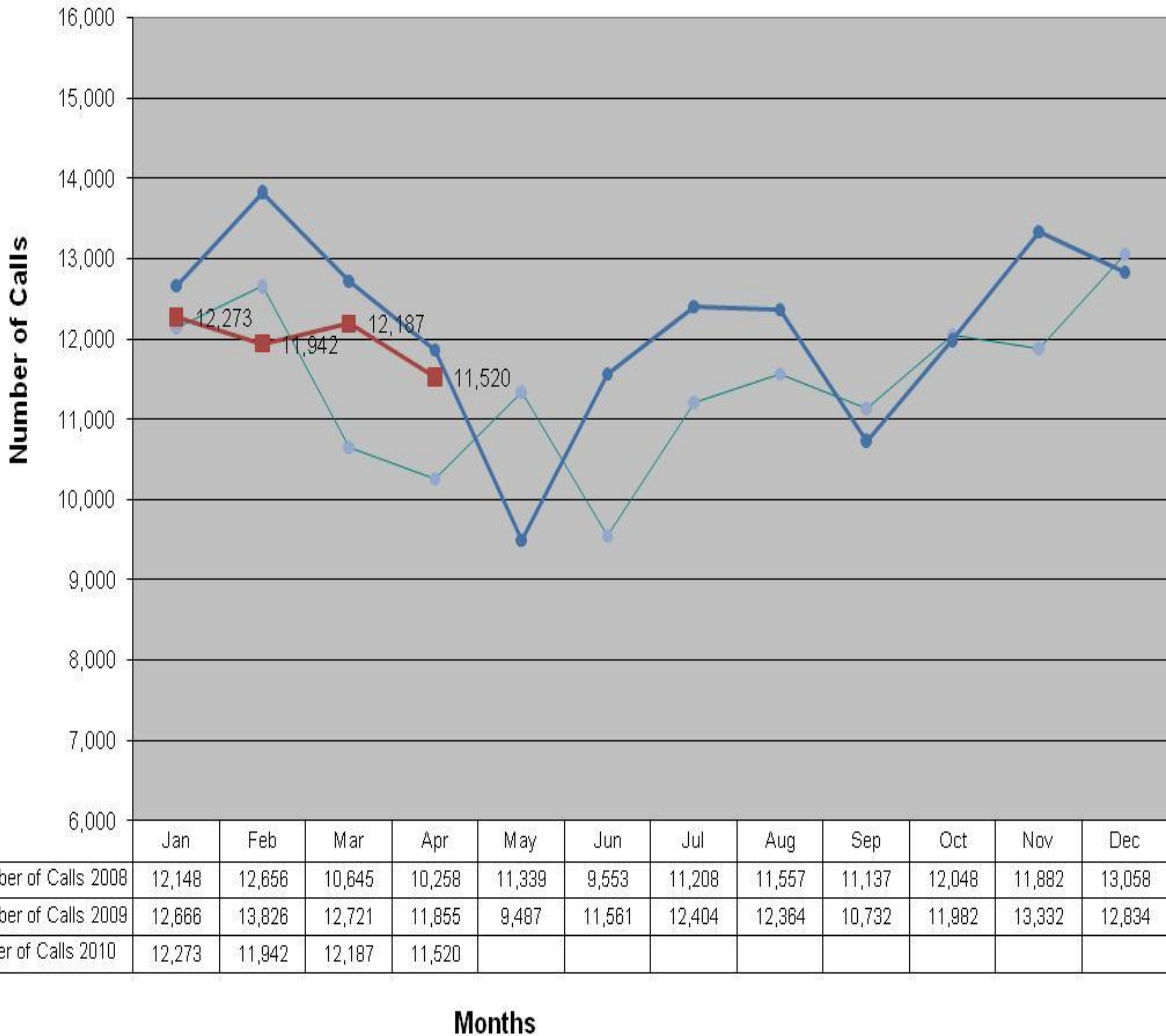
**Total Major Needs:** **11,817**  
**Spanish Speaking Only Calls:<sup>3</sup>** **526**  
**Visitors to [www.unitedwaydenver.org](http://www.unitedwaydenver.org), "Search for Services":** **2,375**

<sup>1</sup> Seasonal calls include Christmas and Thanksgiving assistance, summer camps, school supplies, tax assistance, and flu shots.

<sup>2</sup> The sum of the categories under Major Referrals does not equal the number of calls because one caller often has multiple needs.

<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 April.

- |  |   |
|--|---|
| 76% are women.                         | 65% are unemployed.   |
| 68% are single, divorced or separated. | 62% have an annual income under \$10,000 (\$833 per month).<br>Average income \$6,337 per year. |
| 50% are under 40 years of age.         | 99% earn less than 50% of area median family income <sup>4</sup> .                              |
| 34% are Caucasian.                     |   |

### 2-1-1 Homeless Caller Demographics

The following information was collected in April.

- |  |  |
|--|--|
| 63% are homeless for the first time.       | 43% are staying with friends or relatives.                                   |
| 48% are recently homeless (under 30 days). | 15% are staying in hotels/motels.  |
| 74% are single, divorced or separated.     | 11% are from out of state.   |
| 72% are women.                             | 24% are under 25 years of age.   |
| 38% last resided in Denver County.         | 48% of 493 homeless children are under the age of 5 (239 homeless children). |
| 52 homeless children are under a year old. |  |

<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)