

Top Five Needs:

1. Seasonal ¹	3,586 Referrals
2. Rental Assistance	2,436 Referrals
3. Utility Assistance	1,016 Referrals
4. Shelters/Transitional Housing	1,015 Referrals
5. Food	594 Referrals

Total Calls: **11,942**
Major Referrals:²

Child Care	145 Referrals
Clothing	48 Referrals
Dental	142 Referrals
Donations	70 Referrals
Education	105 Referrals
Employment	70 Referrals
Financial Assistance	321 Referrals
Housing Counseling/Assistance	433 Referrals
Legal/Consumer	256 Referrals
Medical	544 Referrals
Mental Health	280 Referrals
Senior Services	80 Referrals
Transportation	100 Referrals
Volunteering	21 Referrals
Vouchers	98 Referrals
Youth Programs	5 Referrals
Other Needs Not Listed Above	536 Referrals

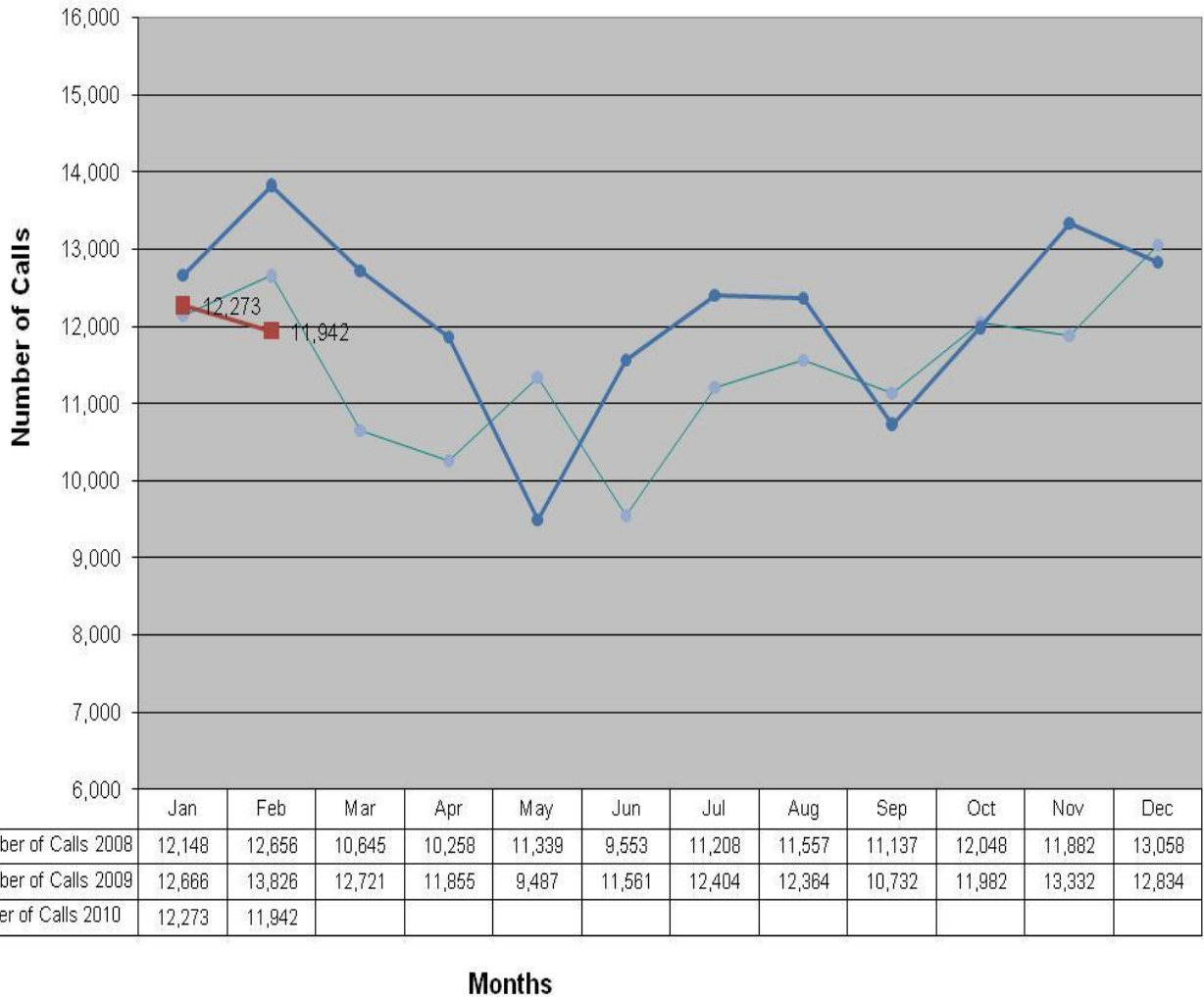
Total Major Needs: **11,901**
Spanish Speaking Only Calls:³ **752**
Visitors to www.unitedwaydenver.org, "Search for Services": **2,396**

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 February.

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|--|---|
| 71% are women. | 58% are unemployed. |
| 62% are single, divorced or separated. | 56% have an annual income under \$10,000 (\$833 per month).
Average income \$7,959 per year. |
| 47% are under 40 years of age. | 99% earn less than 50% of area median family income ⁴ . |
| 32% are Caucasian. | |

2-1-1 Homeless Caller Demographics

The following information was collected in February.

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| 64% are homeless for the first time. | 44% are staying with friends or relatives. |
| 42% are recently homeless (under 30 days). | 16% are staying in hotels/motels. |
| 71% are single, divorced or separated. | 8% are from out of state. |
| 63% are women. | 22% are under 25 years of age. |
| 48% are from Denver County. | 57% of 361 homeless children are under the age of 5 (204 homeless children). |
| 56 homeless children are under a year old. | |

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