

Top Five Needs:

| | |
|----------------------------------|-----------------|
| 1. Rental Assistance | 3,893 Referrals |
| 2. Seasonal ¹ | 1,916 Referrals |
| 3. Shelters/Transitional Housing | 1,396 Referrals |
| 4. Utility Assistance | 1,133 Referrals |
| 5. Food | 733 Referrals |

Total Calls: 12,273
Major Referrals:²

| | |
|-------------------------------|---------------|
| Child Care | 97 Referrals |
| Clothing | 48 Referrals |
| Dental | 129 Referrals |
| Donations | 58 Referrals |
| Education | 73 Referrals |
| Employment | 128 Referrals |
| Financial Assistance | 347 Referrals |
| Housing Counseling/Assistance | 520 Referrals |
| Legal/Consumer | 294 Referrals |
| Medical | 408 Referrals |
| Mental Health | 233 Referrals |
| Senior Services | 115 Referrals |
| Transportation | 108 Referrals |
| Volunteering | 24 Referrals |
| Vouchers | 121 Referrals |
| Youth Programs | 5 Referrals |
| Other Needs Not Listed Above | 725 Referrals |

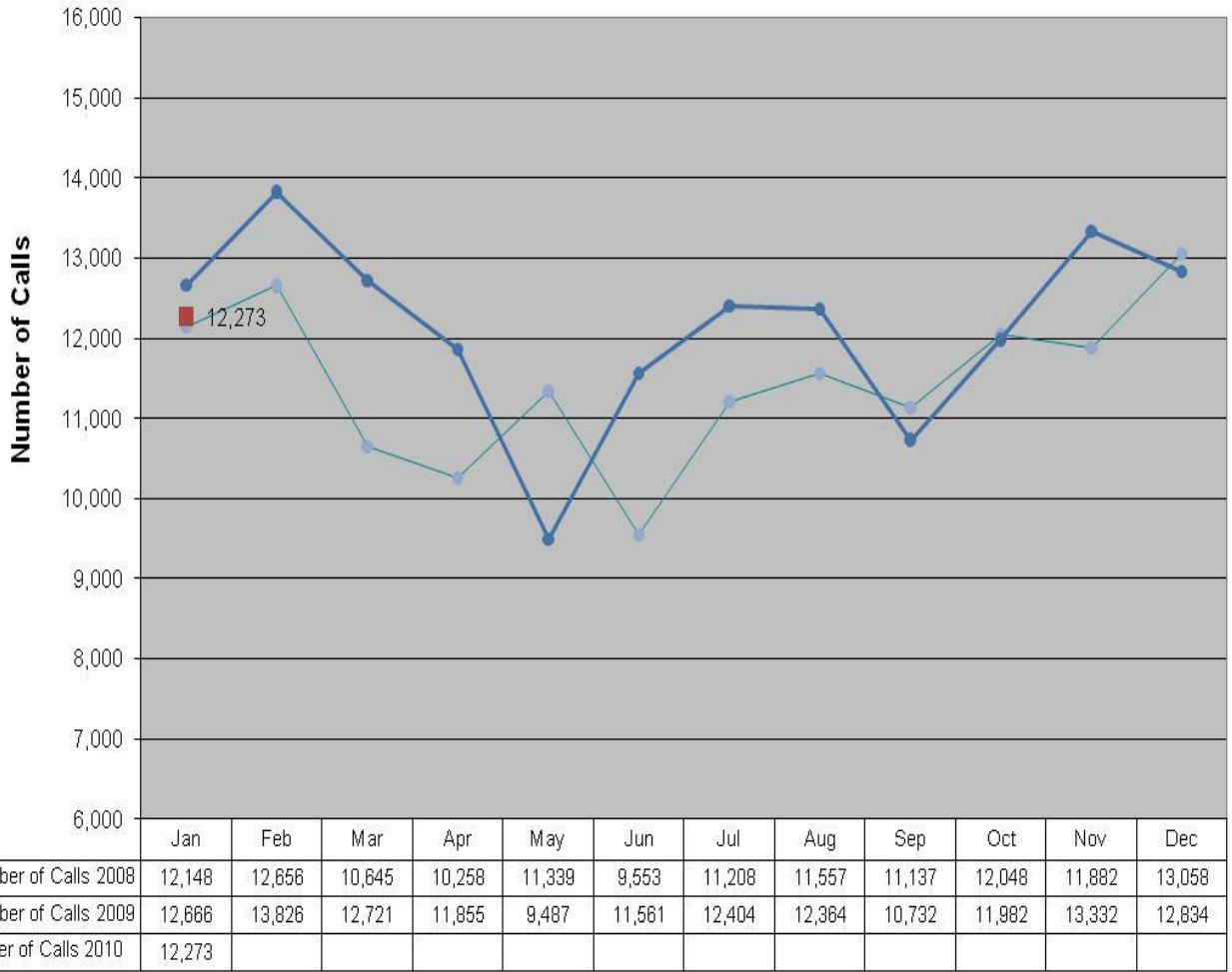
Total Major Needs: 12,504
Spanish Speaking Only Calls:³ 743
Visitors to www.unitedwaydenver.org, "Search for Services": 2,502

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



Months

2-1-1 Caller Demographics

The following information was collected in January.

- 72% are women.
- 63% are single, divorced or separated.
- 50% are under 40 years of age.
- 32% are Caucasian.
- 63% are unemployed.
- 59% have an annual income under \$10,000 (\$833 per month).
Average income \$7,416 per year.
- 99% earn less than 50% of area median family income⁴.

2-1-1 Homeless Caller Demographics

The following information was collected in January.

- 65% are homeless for the first time.
- 45% are recently homeless (under 30 days).
- 72% are single, divorced or separated.
- 70% are women.
- 42% are from Denver County.
- 52 homeless children are under a year old.
- 46% are staying with friends or relatives.
- 9% are staying in hotels/motels.
- 7% are from out of state.
- 22% are under 25 years of age.
- 43% of 495 homeless children are under the age of 5 (211 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