

Top Five Needs:

1. Rental Assistance	4,156 Referrals
2. Utility Assistance	2,492 Referrals
3. Shelters/Transitional Housing	1,331 Referrals
4. Food	788 Referrals
5. Housing Counseling/Assistance	539 Referrals

Total Calls: **11,517**
Major Referrals:¹

Child Care	182 Referrals
Clothing	90 Referrals
Dental	131 Referrals
Donations	50 Referrals
Education	73 Referrals
Employment	74 Referrals
Financial Assistance	493 Referrals
Legal/Consumer	309 Referrals
Medical	433 Referrals
Mental Health	213 Referrals
Seasonal ²	43 Referrals
Senior Services	100 Referrals
Transportation	153 Referrals
Volunteering	24 Referrals
Vouchers	151 Referrals
Youth Programs	26 Referrals
Other Needs Not Listed Above	415 Referrals

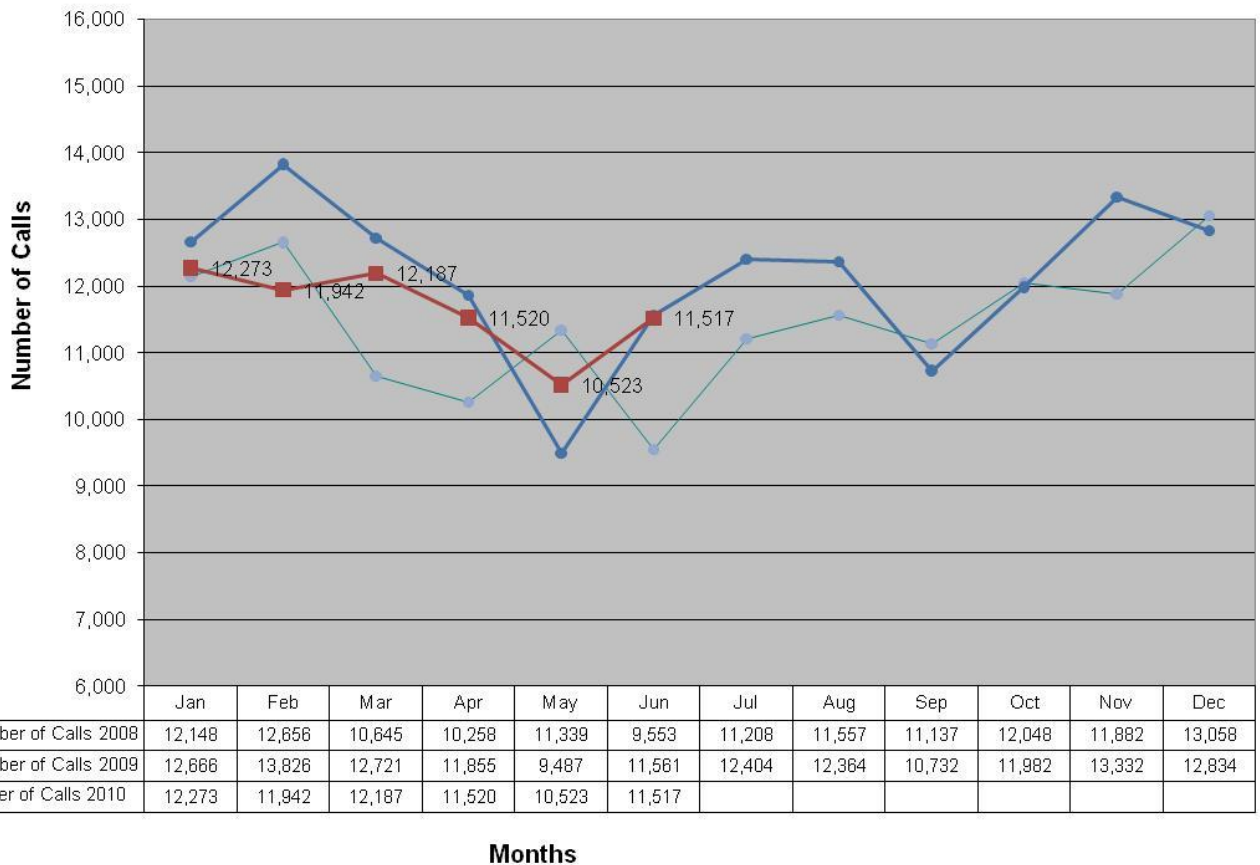
Total Major Needs: **12,266**
Spanish Speaking Only Calls:³ **390**
Visitors to www.unitedwaydenver.org, "Search for Services": **2,090**

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

² Seasonal calls include Christmas and Thanksgiving assistance, summer camps, school supplies, tax assistance, and flu shots.

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 June.

- 78% are women.
- 68% are single, divorced or separated.
- 54% are under 40 years of age.
- 33% are Caucasian.
- 65% are unemployed.
- 63% have an annual income under \$10,000 (\$833 per month). Average income \$7,032 per year.
- 99% earn less than 50% of area median family income⁴.

2-1-1 Homeless Caller Demographics

The following information was collected in June.

- 68% are homeless for the first time.
- 54% are recently homeless (under 30 days).
- 75% are single, divorced or separated.
- 75% are women.
- 44% last resided in Denver County.
- 44 homeless children are under a year old.
- 46% are staying with friends or relatives.
- 14% are staying in hotels/motels.
- 11% are from out of state.
- 26% are under 25 years of age.
- 45% of 557 homeless children are under the age of 5 (253 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