

Top Five Needs:

1. Rental Assistance	3,037 Referrals
2. Utility Assistance	1,655 Referrals
3. Seasonal ¹	1,496 Referrals
4. Shelters/Transitional Housing	1,359 Referrals
5. Food	719 Referrals

Total Calls: **12,187**
Major Referrals:²

Child Care	161 Referrals
Clothing	58 Referrals
Dental	133 Referrals
Donations	61 Referrals
Education	75 Referrals
Employment	79 Referrals
Financial Assistance	368 Referrals
Housing Counseling/Assistance	525 Referrals
Legal/Consumer	325 Referrals
Medical	465 Referrals
Mental Health	258 Referrals
Senior Services	102 Referrals
Transportation	137 Referrals
Volunteering	21 Referrals
Vouchers	136 Referrals
Youth Programs	23 Referrals
Other Needs Not Listed Above	533 Referrals

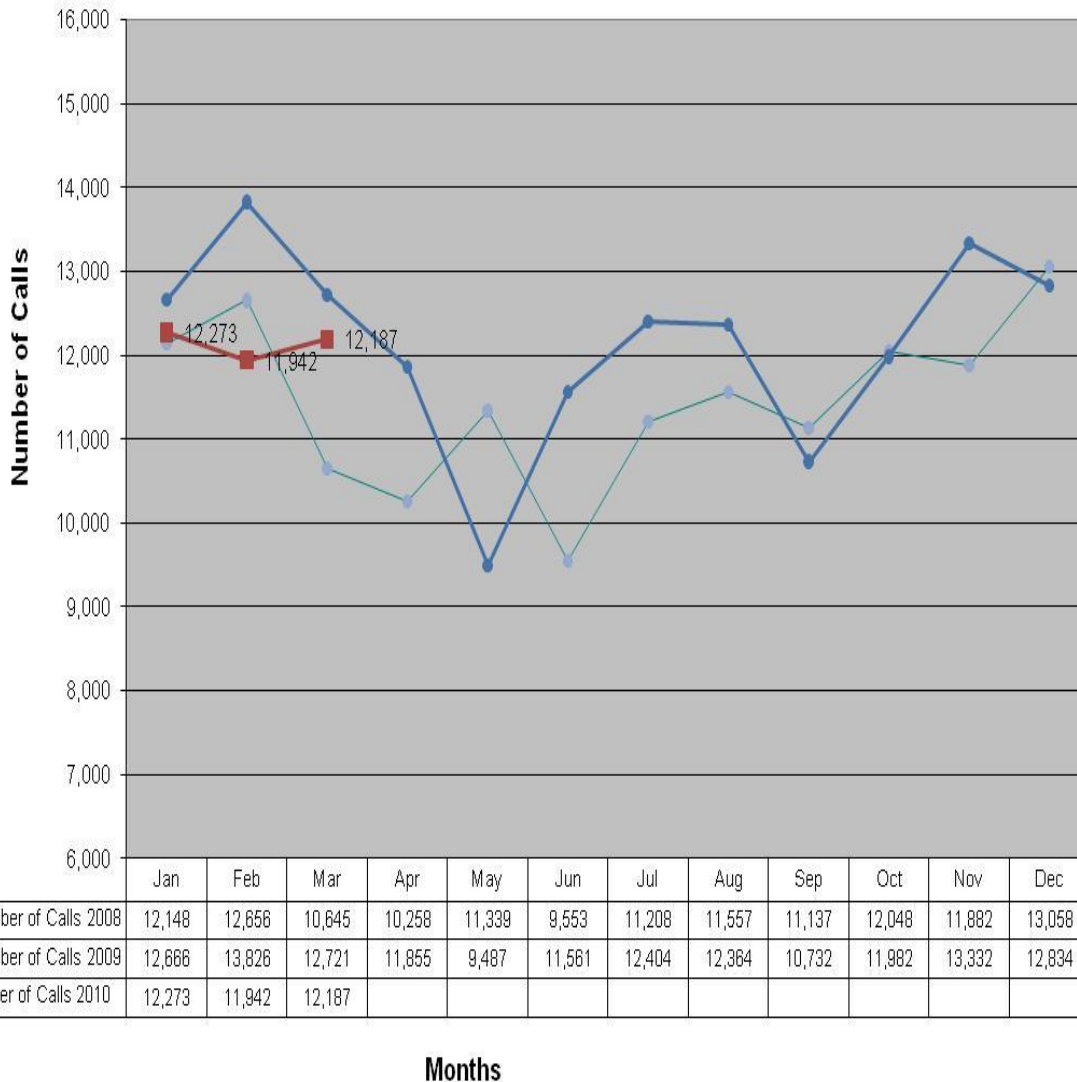
Total Major Needs: **11,726**
Spanish Speaking Only Calls:³ **586**
Visitors to www.unitedwaydenver.org, "Search for Services": **2,626**

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 March.

- 73% are women.
- 63% are single, divorced or separated.
- 49% are under 40 years of age.
- 34% are Caucasian.
- 64% are unemployed.
- 62% have an annual income under \$10,000 (\$833 per month). Average income \$7,003 per year.
- 99% earn less than 50% of area median family income⁴.

2-1-1 Homeless Caller Demographics

The following information was collected in March.

- 64% are homeless for the first time.
- 48% are recently homeless (under 30 days).
- 70% are single, divorced or separated.
- 72% are women.
- 42% are from Denver County.
- 56 homeless children are under a year old.
- 46% are staying with friends or relatives.
- 17% are staying in hotels/motels.
- 11% are from out of state.
- 25% are under 25 years of age.
- 53% of 453 homeless children are under the age of 5 (242 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