

Top Five Needs:

1. Rental Assistance	3,317 Referrals
2. Utility Assistance	2,300 Referrals
3. Shelters/Transitional Housing	1,183 Referrals
4. Food	647 Referrals
5. Housing Counseling/Assistance	500 Referrals

Total Calls: **10,523**
Major Referrals:¹

Child Care	119 Referrals
Clothing	76 Referrals
Dental	103 Referrals
Donations	36 Referrals
Education	87 Referrals
Employment	64 Referrals
Financial Assistance	455 Referrals
Legal/Consumer	283 Referrals
Medical	353 Referrals
Mental Health	201 Referrals
Seasonal ²	28 Referrals
Senior Services	78 Referrals
Transportation	138 Referrals
Volunteering	21 Referrals
Vouchers	133 Referrals
Youth Programs	24 Referrals
Other Needs Not Listed Above	373 Referrals

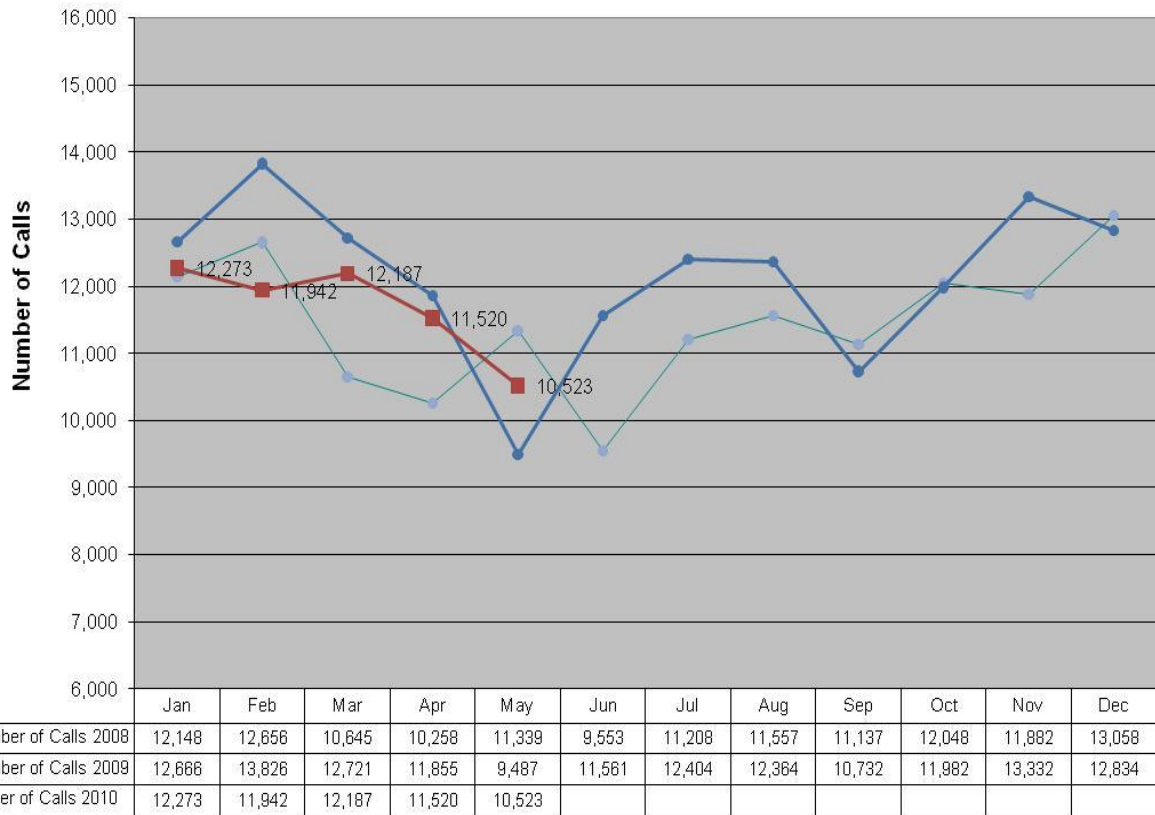
Total Major Needs: **10,519**
Spanish Speaking Only Calls:³ **450**
Visitors to www.unitedwaydenver.org, "Search for Services": **2,024**

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



Months

2-1-1 Caller Demographics

The following information was collected in May.

- 76% are women.
- 67% are single, divorced or separated.
- 53% are under 40 years of age.
- 34% are Caucasian.
- 65% are unemployed.
- 62% have an annual income under \$10,000 (\$833 per month). Average income \$7,116 per year.
- 99% earn less than 50% of area median family income⁴.

2-1-1 Homeless Caller Demographics

The following information was collected in May.

- 66% are homeless for the first time.
- 54% are recently homeless (under 30 days).
- 72% are single, divorced or separated.
- 75% are women.
- 42% last resided in Denver County.
- 56 homeless children are under a year old.
- 44% are staying with friends or relatives.
- 12% are staying in hotels/motels.
- 8% are from out of state.
- 26% are under 25 years of age.
- 49% of 478 homeless children are under the age of 5 (234 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