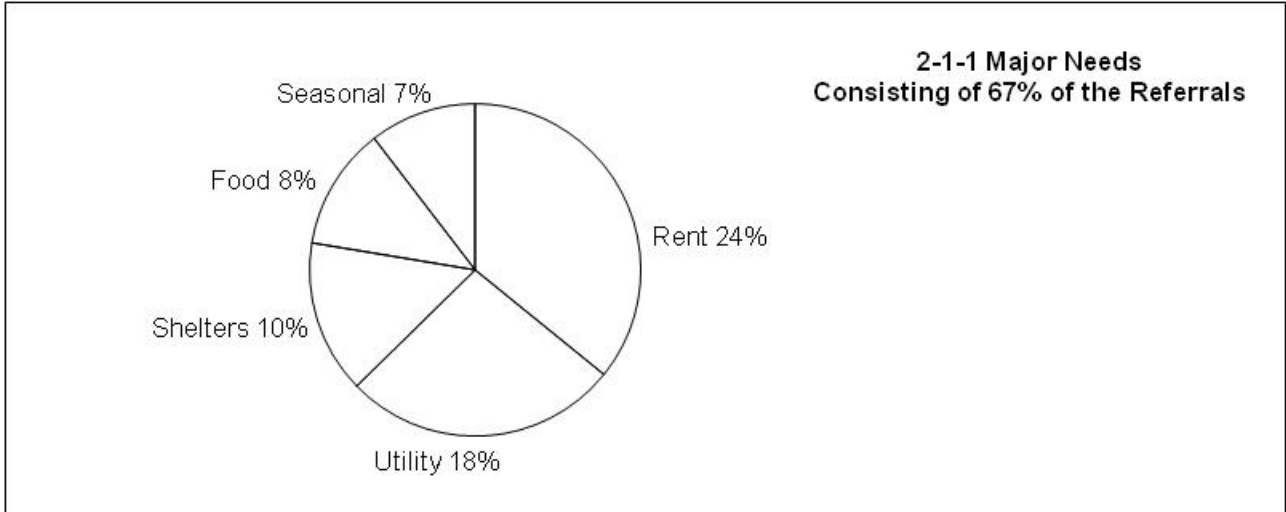




**MILE HIGH UNITED WAY 2-1-1  
Annual Report  
January 1, 2008 – December 31, 2008**



**Top Five Needs:**

1. Rental Assistance (33,351 Referrals)
2. Utility Bill Assistance (24,852 Referrals)
3. Shelters/Transitional Housing/Housing Assistance (14,350 Referrals)
4. Food (11,729 Referrals)
5. Seasonal\*\* (10,492 Referrals)

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<b>Total Calls:</b>	<b>137,489</b>
<b>Major Referrals:*</b>	
Donations/Volunteering:	1,359
Housing Counseling/Assistance	5,450
Child Care/Youth Programs	1,913
Financial Assistance	7,246
Senior Services:	851
Medical/Dental	6,749
Mental Health:	1,450
Vouchers:	1,446
Other Needs Not Listed Above:	19,421
<b>Total Major Needs:</b>	<b>140,659</b>
<b>Spanish Speaking Only Calls:***</b>	<b>8,975</b>
<b>Visitors to <a href="http://www.unitedwaydenver.org">www.unitedwaydenver.org</a>, "Search for Services":</b>	<b>23,090</b>

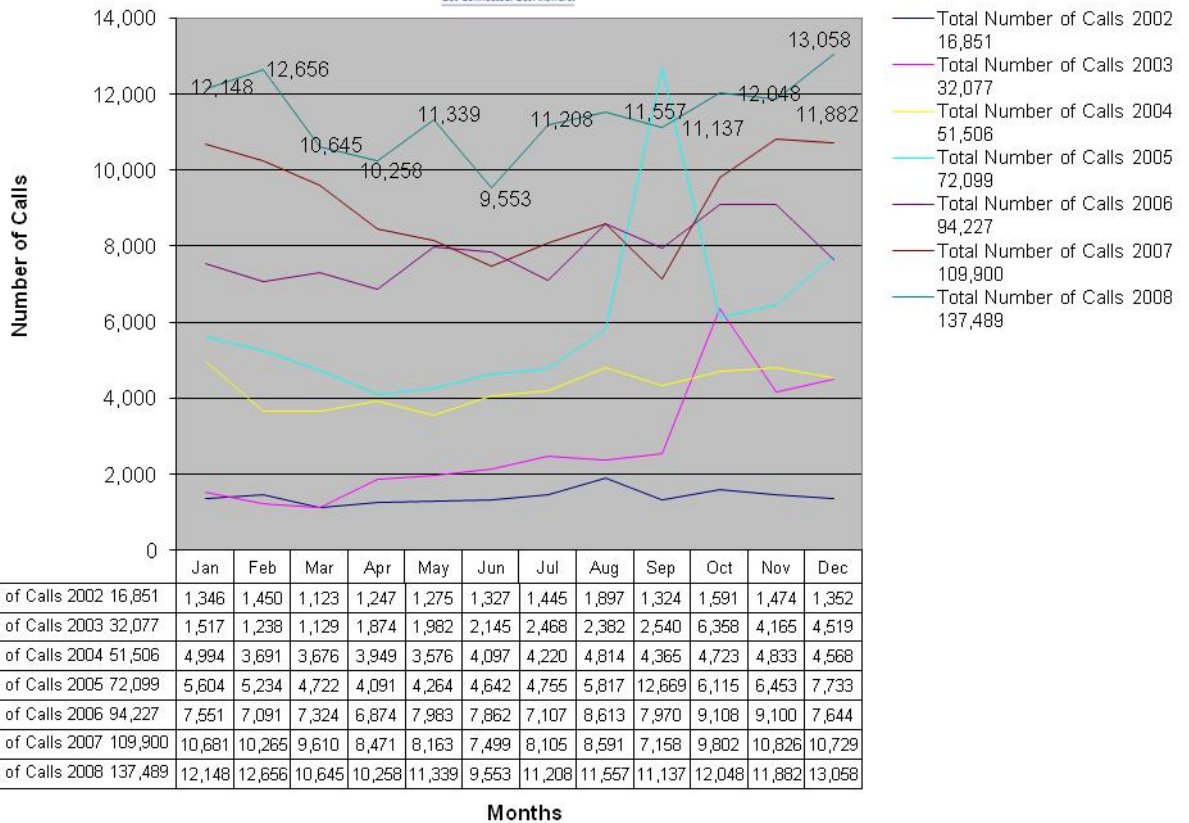
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\*The sum of the categories under Major Referrals does not equal the number of calls because one caller often has multiple needs.

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

\*\*\*Spanish Speaking Only Calls represents the number of Spanish calls received during business hours, Monday – Friday 8 a.m. – 8 p.m.

## 2-1-1 Annual Call Volume



### 2-1-1 Caller Demographics

The following information was collected in 2008.

- 77% are women
- 63% are single, divorced or separated
- 53% are under 40 years of age
- 31% are Caucasian
- 62% are unemployed
- 62% annual income under \$10,000 per year (\$833 per month)
- Average income \$6,911 per year
- 96% earn less than 50% of area median income\*

### 2-1-1 Homeless Caller Demographics

The following information was collected in 2008.

- 65% are homeless for the first time
- 59% are recently homeless (under 30 days)
- 72% are single, divorced, or separated
- 73% are women
- 44% are from Denver county
- 560 homeless children are under a year old
- 47% are staying with friends or relatives
- 18% are staying in hotels/motels
- 9% are from out of state
- 23% are under 25 years of age
- 49% of 4,660 homeless children are under the age of 5 (2,287 children)

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\*Median income for Denver Metropolitan Statistical Area is \$50,200 for a single person household according to HUD in 2007.

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