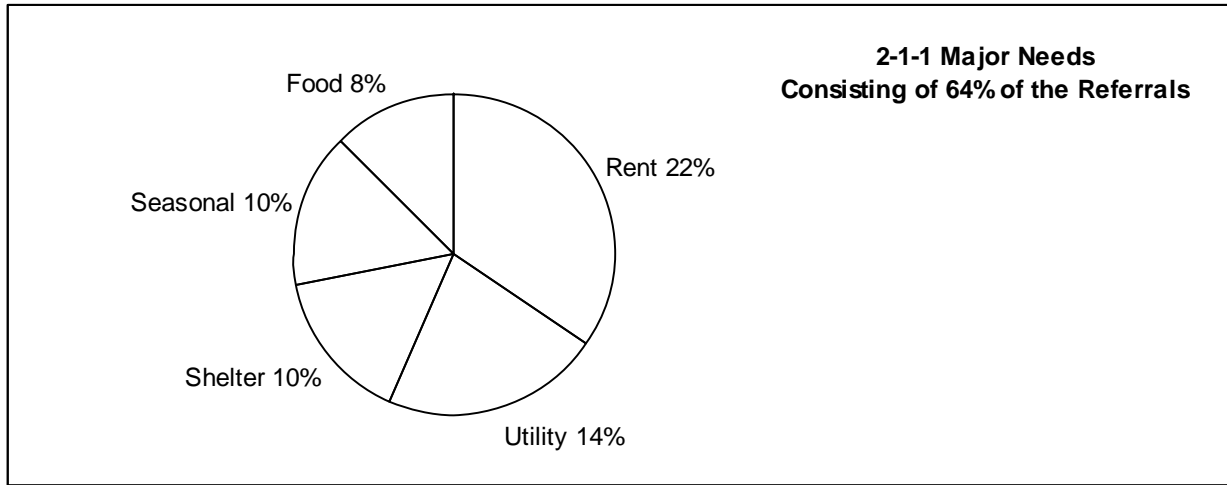




**MILE HIGH UNITED WAY 2-1-1  
April 2008**



**Top Five Needs:**

1. Rental Assistance (2,640 Referrals)
2. Utility Assistance (1,745 Referrals)
3. Shelters/Transitional Housing (1,264 Referrals)
4. Seasonal (1,169 Referrals)\*\*
5. Food (1,037 Referrals)

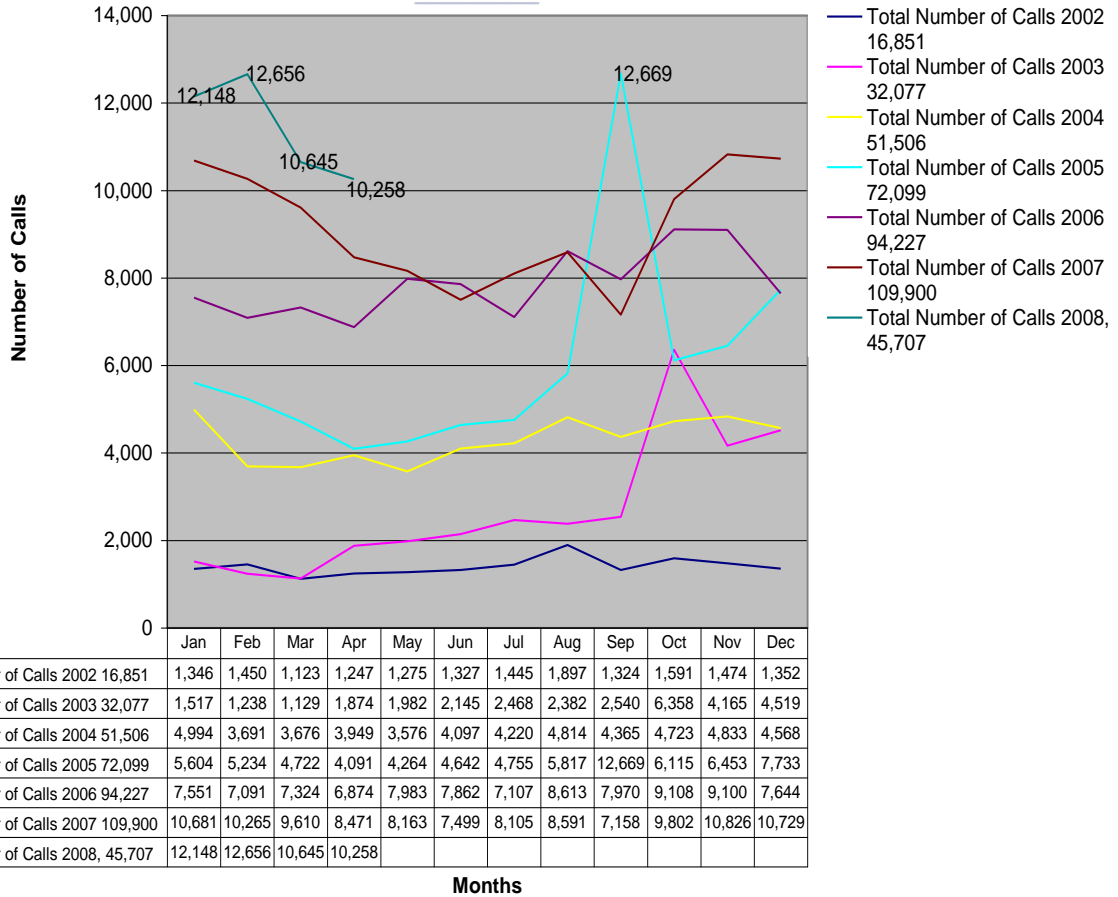
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<b>Total Calls:</b>	<b>10,258</b>
<b>Major Referrals:*</b>	
Donations/Volunteering:	97
Housing Counseling/Assistance	554
Child Care/Youth Programs	277
Financial Assistance	743
Senior Services:	93
Medical/Dental:	610
Mental Health:	126
Vouchers:	149
Other Needs Not Listed Above:	1,741
<b>Total Major Needs:</b>	<b>12,245</b>
<b>Spanish Speaking Only Calls:***</b>	<b>871</b>
<b>Visitors to <a href="http://www.unitedwaydenver.org">www.unitedwaydenver.org</a>, "Search for Services":</b>	<b>2,281</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. – 5 p.m.

## 2-1-1 Annual Call Volume



### 2-1-1 Caller Demographics

The following information was collected in April.

- 77% are women
- 62% are single, divorced or separated
- 52% are under 40 years of age
- 30% are Caucasian
- 59% are unemployed
- 60% annual income under \$10,000 per year (\$833 per month)
- Average income \$7,044 per year
- 96% earn less than 50% of area median income\*

### 2-1-1 Homeless Caller Demographics

The following information was collected in April.

- 66% are homeless for the first time
- 62% are recently homeless (under 30 days)
- 76% are single, divorced or separated
- 72% are women
- 44% are from Denver County
- 66 homeless children are under a year old
- 45% are staying with friends or relatives
- 17% are staying in hotels/motels
- 7% are from out of state
- 26% are under 25 years of age
- 51% of 402 homeless children are under the age of 5 (206 Homeless Children)

### 2-1-1 Quality Assurance Calls

In April, 92% of 100 clients were satisfied with the 2-1-1 service and 96% would recommend 2-1-1 to a family member or friend. Clients received the assistance they needed 47% of the time.

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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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