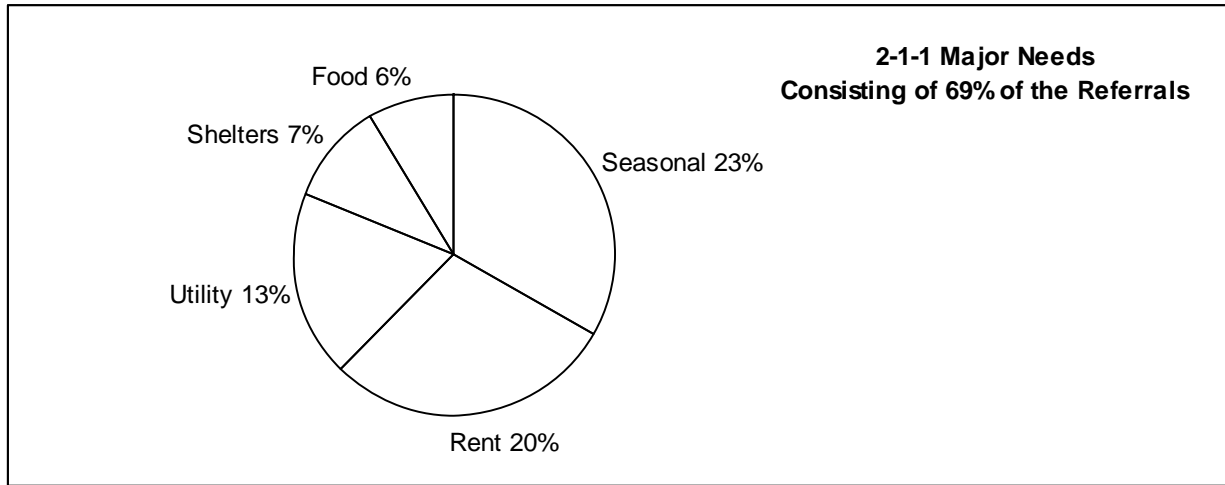




**MILE HIGH UNITED WAY 2-1-1
February 2008**



Top Five Needs:

1. Seasonal** (2,789 Referrals)
2. Rental Assistance (2,357 Referrals)
3. Utility Bill Assistance (1,591 Referrals)
4. Shelters/Transitional Housing/Housing Assistance (836 Referrals)
5. Food (746 Referrals)

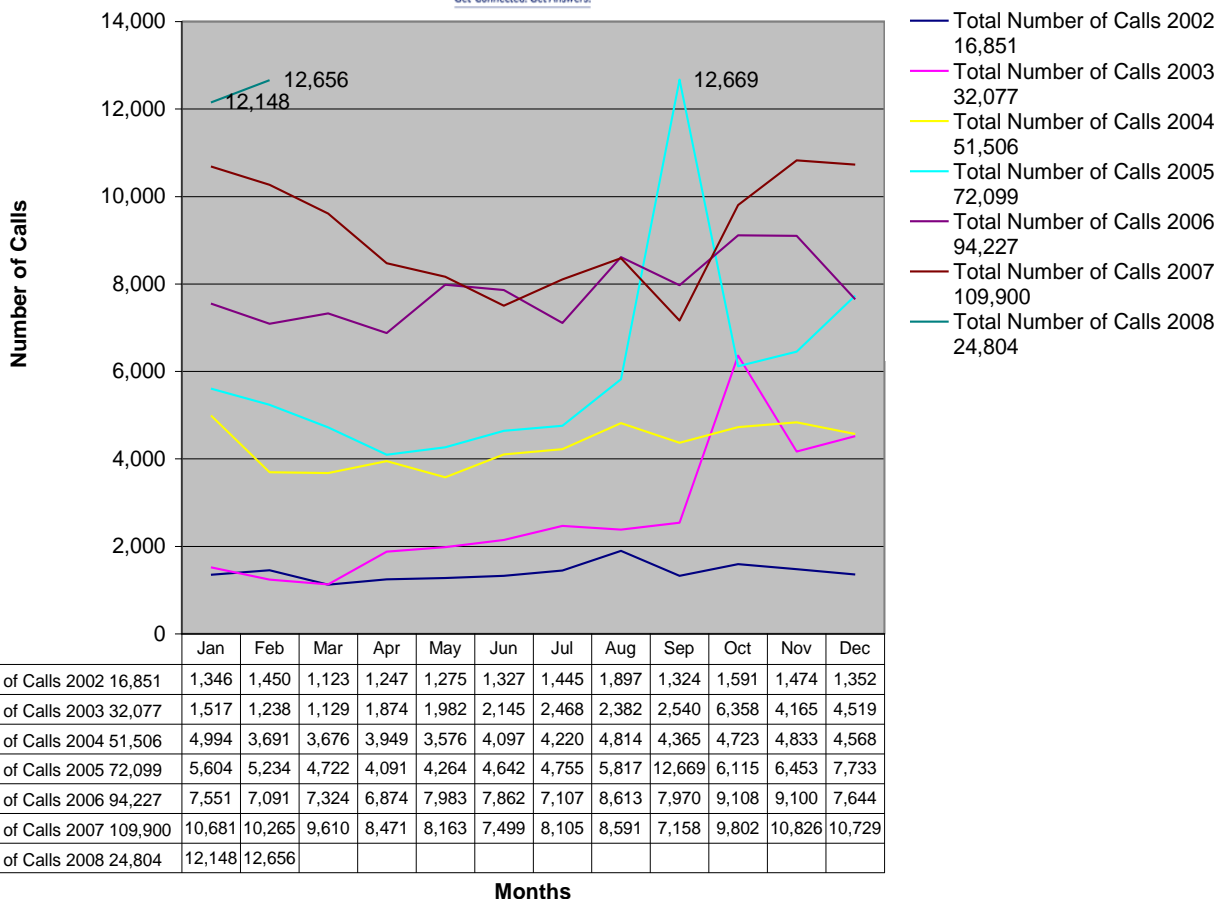
Total Calls:	12,656
Major Referrals:*	
Donations/Volunteering:	106
Housing Counseling/Assistance	406
Child Care/Youth Programs	195
Financial Assistance	465
Senior Services:	52
Medical/Dental:	604
Mental Health:	137
Vouchers:	84
Other Needs Not Listed Above:	1,582
Total Major Needs:	11,950
Spanish Speaking Only Calls:***	1,039
Visitors to www.unitedwaydenver.org, "Search for Services":	1,892

*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 February.

- 72% are women
- 59% are single, divorced or separated
- 47% are under 40 years of age
- 30% are Caucasian
- 52% are unemployed
- 54% annual income under \$10,000 per year (\$833 per month)
- Average income \$8,340 per year
- 94% earn less than 50% of area median income*

2-1-1 Homeless Caller Demographics

The following information was collected in February.

- 63% are homeless for the first time
- 62% are recently homeless (under 30 days)
- 71% are single, divorced, or separated
- 73% are women
- 52% are from Denver county
- 29 homeless children are under a year old
- 48% are staying with friends or relatives
- 16% are staying in hotels/motels
- 6% are from out of state
- 20% are under 25 years of age
- 65% of homeless children are under the age of 5 (91 Homeless children)

2-1-1 Quality Assurance Calls

In February, 84% of 100 clients were satisfied with the 2-1-1 service and 91% would recommend 2-1-1 to a family member or friend. Clients received the assistance they needed 27% of the time.

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