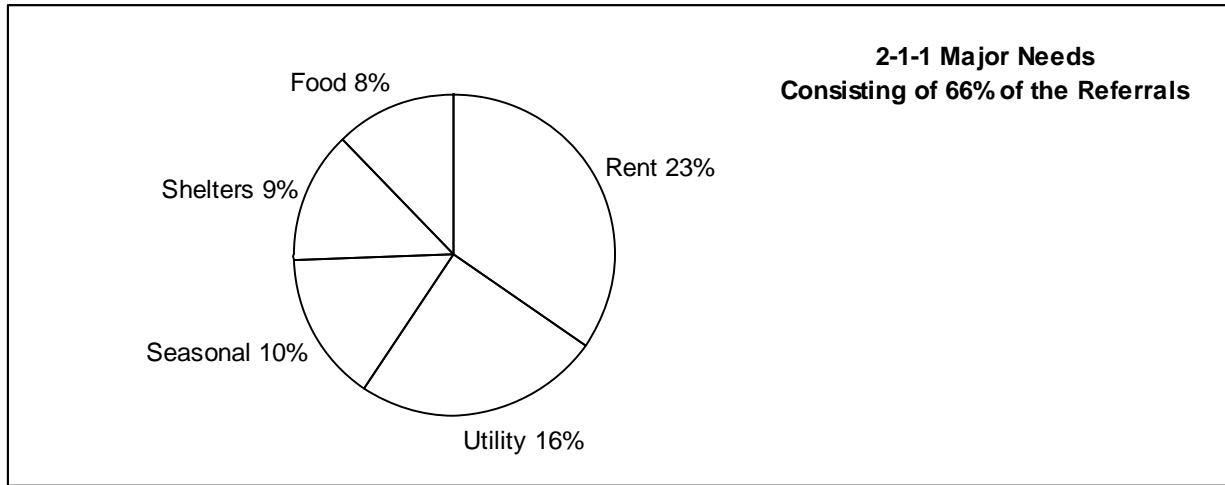




**MILE HIGH UNITED WAY 2-1-1
January 2008**



Top Five Needs:

1. Rental Assistance (2,679 Referrals)
2. Utility Bill Assistance (1,841 Referrals)
3. Seasonal** (1,175 Referrals)
4. Shelters/Transitional Housing/Housing Assistance (1,045 Referrals)
5. Food (945 Referrals)

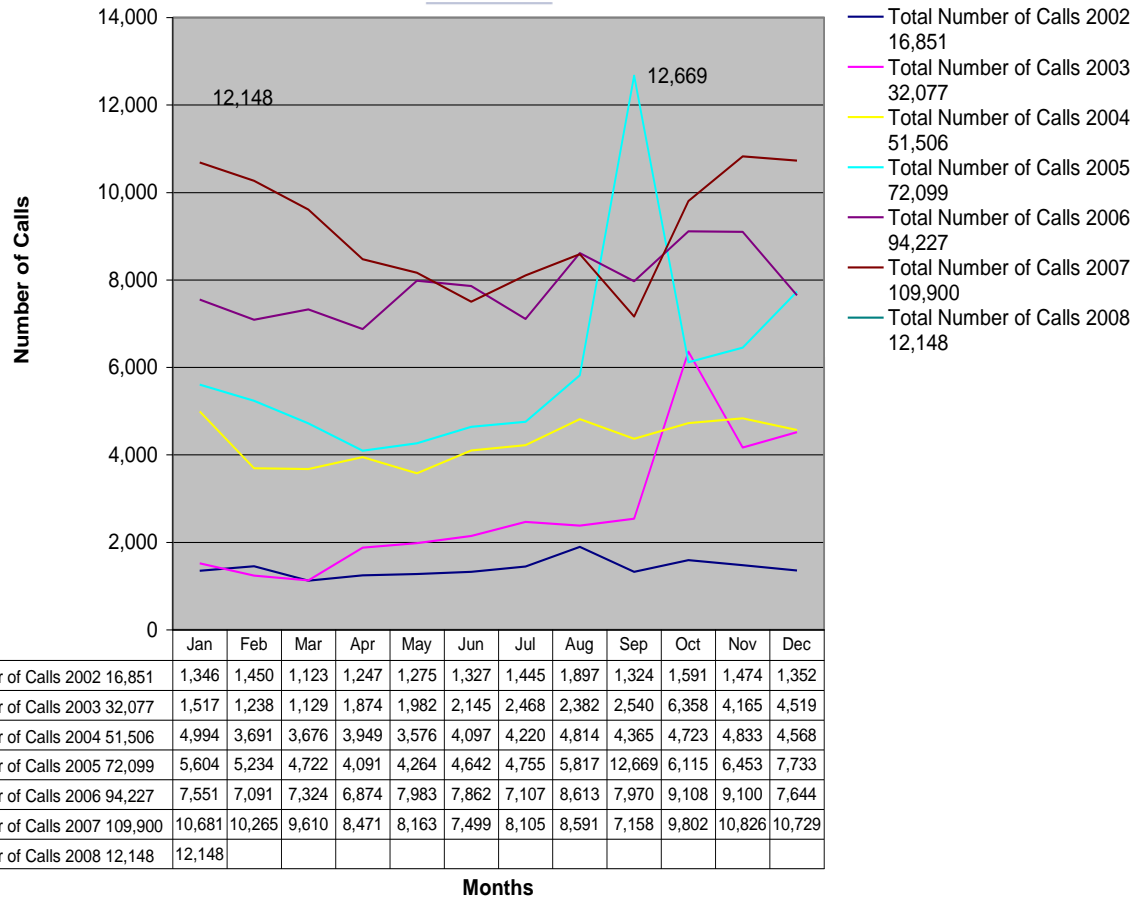
Total Calls:	12,148
Major Referrals:*	
Donations/Volunteering:	118
Housing Counseling/Assistance	512
Child Care/Youth Programs	197
Financial Assistance	707
Senior Services:	63
Medical/Dental	583
Mental Health:	117
Vouchers:	74
Other Needs Not Listed Above:	1,765
Total Major Needs:	11,821
Spanish Speaking Only Calls:***	1,014
Visitors to www.unitedwaydenver.org, "Search for Services":	2,371

*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 January.

- 75% are women
- 60% are single, divorced or separated
- 52% are under 40 years of age
- 30% are Caucasian
- 56% are unemployed
- 59% annual income under \$10,000 per year (\$833 per month)
- Average income \$7,320 per year
- 96% earn less than 50% of area median income*

2-1-1 Homeless Caller Demographics

The following information was collected in January.

- 53% are homeless for the first time
- 54% are recently homeless (under 30 days)
- 76% are single, divorced, or separated
- 69% are women
- 53% are from Denver county
- 30 homeless children are under a year old
- 45% are staying with friends or relatives
- 16% are staying in hotels/motels
- Less than 1% are from out of state
- 17% are under 25 years of age
- 46% of 258 homeless children are under the age of 5 (118 children)

2-1-1 Quality Assurance Calls

In January, 90% 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 37% of the time.

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