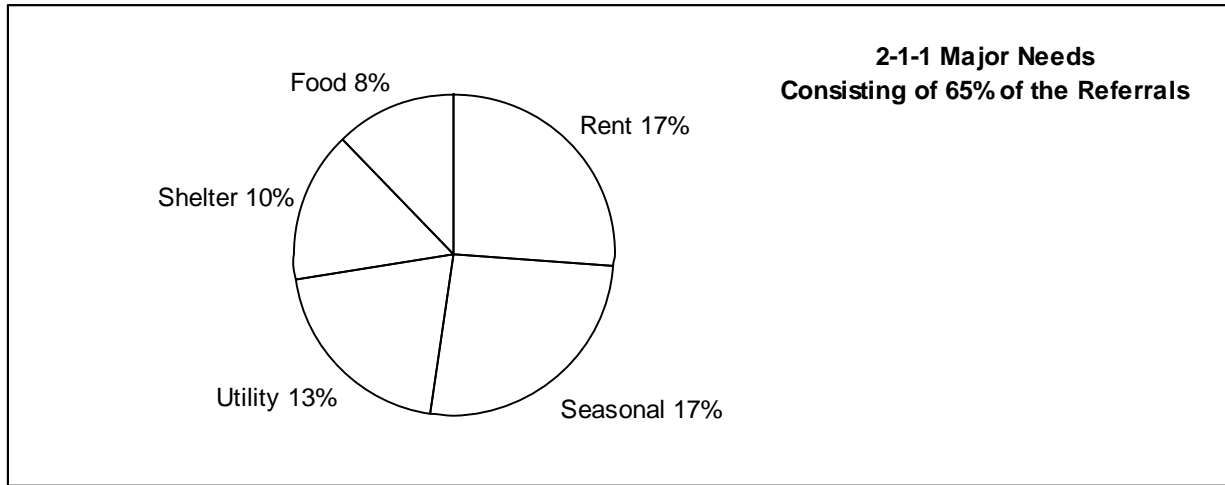




**MILE HIGH UNITED WAY 2-1-1
March 2008**



Top Five Needs:

1. Rental Assistance (2,181 Referrals)
2. Seasonal Calls (2,120 Referrals) **
3. Utility Assistance (1,641 Referrals)
4. Shelters/Transitional Housing (1,263 Referrals)
5. Food (939 Referrals)

Total Calls:

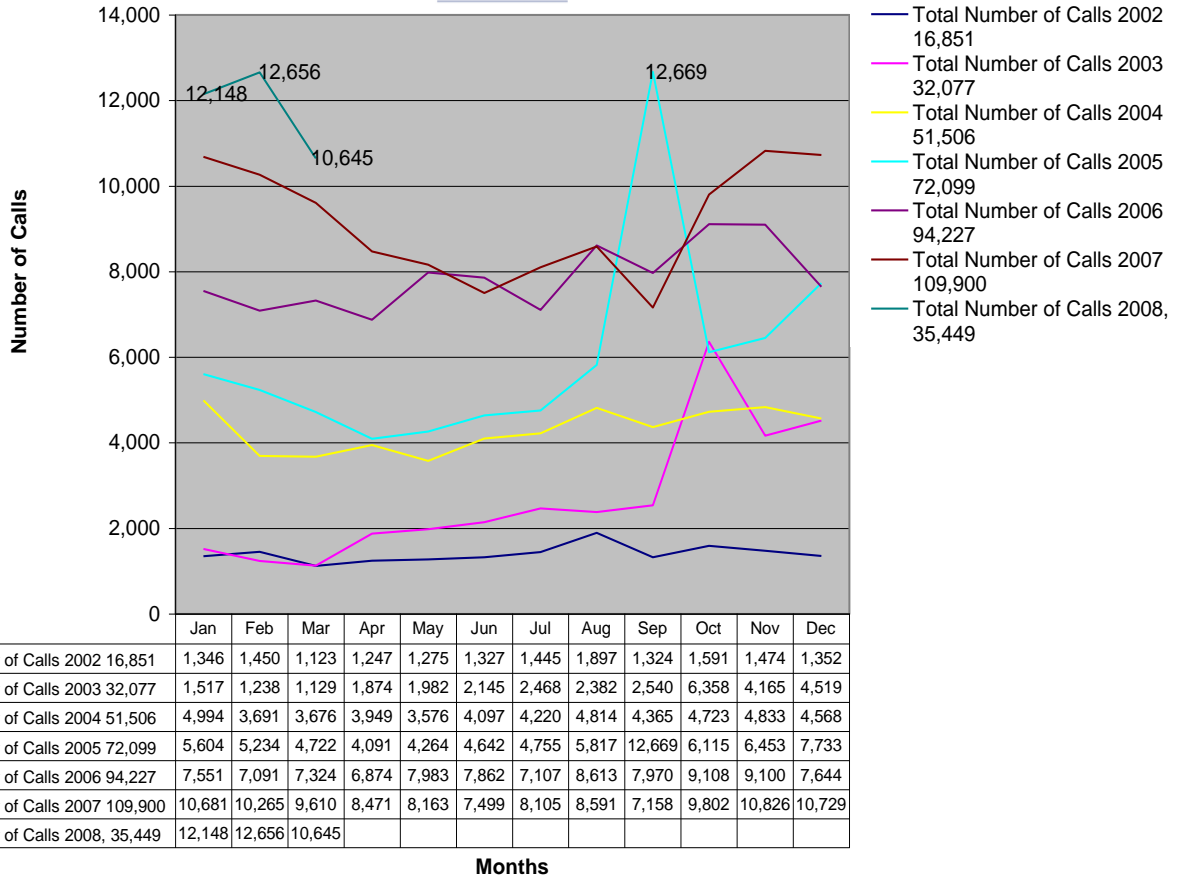
Major Referrals:*	10,645
Donations/Volunteering:	96
Housing Counseling/Assistance	509
Child Care/Youth Programs	326
Financial Assistance	671
Senior Services:	106
Medical/Dental:	612
Mental Health:	140
Vouchers:	97
Other Needs Not Listed Above:	1,778
Total Major Needs:	12,479
Spanish Speaking Only Calls:***	862
Visitors to www.unitedwaydenver.org, "Search for Services":	1,878

*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 March.

- 75% are women
- 60% are single, divorced or separated
- 48% are under 40 years of age
- 30% are Caucasian
- 55% are unemployed
- 58% annual income under \$10,000 per year (\$833 per month)
- Average income \$7,596 per year
- 96% earn less than 50% of area median income*

2-1-1 Homeless Caller Demographics

The following information was collected in March.

- 63% are homeless for the first time
- 62% are recently homeless (under 30 days)
- 74% are single, divorced, or separated
- 71% are women
- 47% are from Denver county
- 35 homeless children are under a year old
- 48% are staying with friends or relatives
- 13% are staying in hotels/motels
- 6% are from out of state
- 21% are under 25 years of age
- 50% of 271 homeless children are under the age of 5 (136 Homeless children)

2-1-1 Quality Assurance Calls

In March, 96% 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 45% of the time.

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