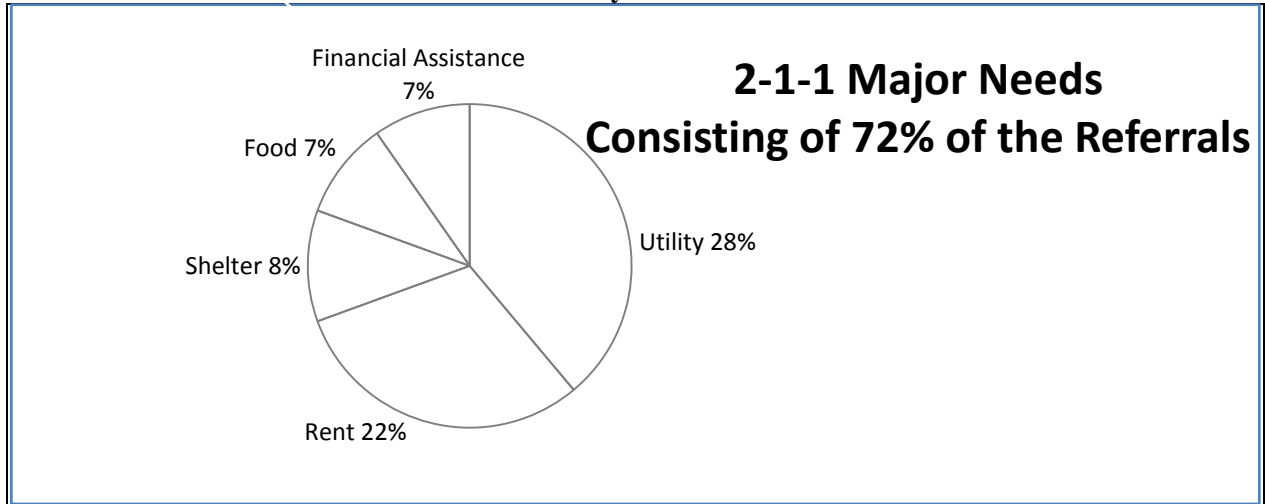




**MILE HIGH UNITED WAY 2-1-1
May 2008**



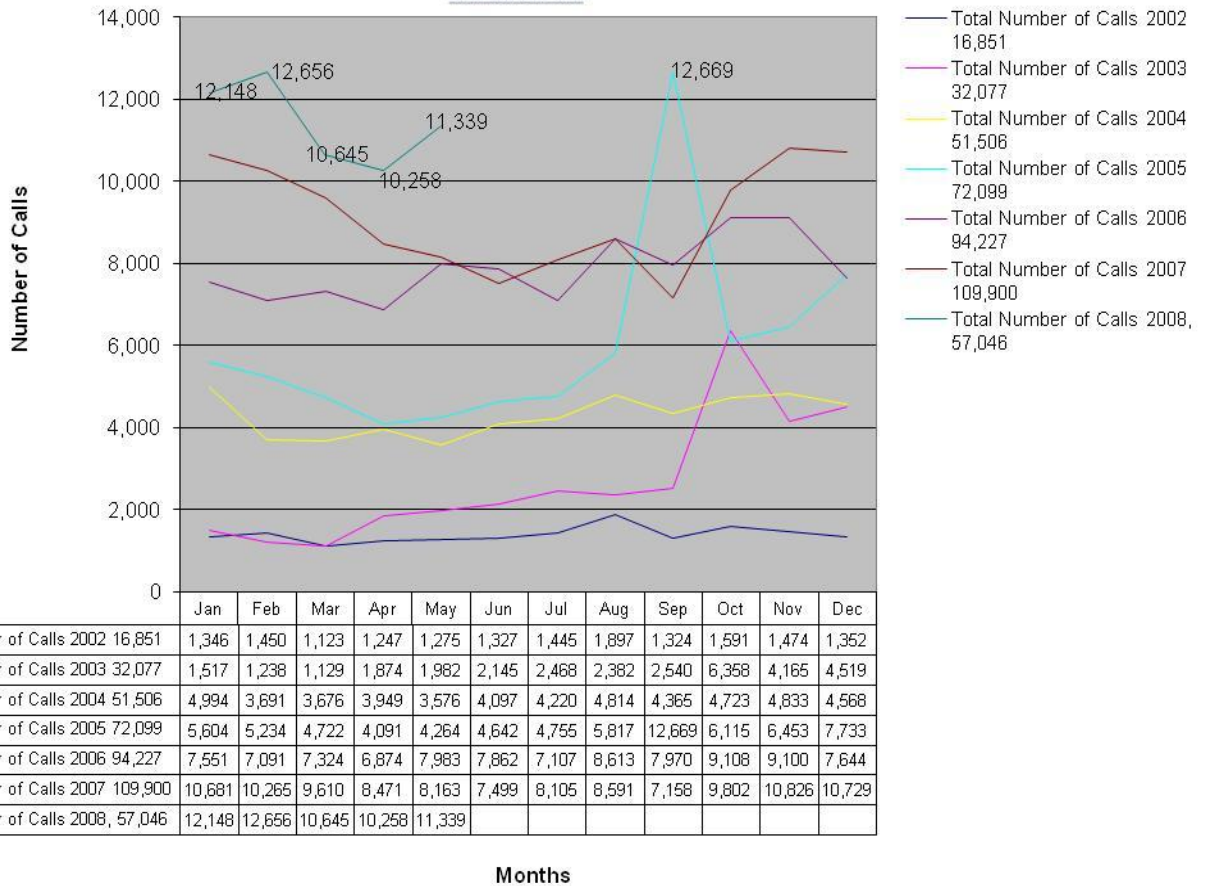
Top Five Needs:

1. Utility Assistance (3,089 Referrals)
2. Rental Assistance (2,498 Referrals)
3. Shelters/Transitional Housing (935 Referrals)
4. Food (826 Referrals)
5. Financial Assistance (765 Referrals)

Total Calls:	11,339
Major Referrals:*	
Donations/Volunteering:	88
Housing Counseling/Assistance	516
Child Care/Youth Programs	135
Seasonal **	92
Senior Services:	70
Medical/Dental:	522
Mental Health:	107
Vouchers:	142
Other Needs Not Listed Above:	1,413
Total Major Needs:	11,198
Spanish Speaking Only Calls:***	579
Visitors to www.unitedwaydenver.org, "Search for Services":	2,176

*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 May.

- 78% are women
- 63% are single, divorced or separated
- 53% are under 40 years of age
- 32% are Caucasian
- 62% are unemployed
- 65% annual income under \$10,000 per year (\$833 per month)
- Average income \$6,624 per year
- 97% earn less than 50% of area median income*

2-1-1 Homeless Caller Demographics

The following information was collected in May.

- 67% are homeless for the first time
- 60% are recently homeless (under 30 days)
- 70% are single, divorced or separated
- 70% are women
- 41% are from Denver County
- 39 homeless children are under a year old
- 43% are staying with friends or relatives
- 15% are staying in hotels/motels
- 13% are from out of state
- 25% are under 25 years of age
- 52% of 263 homeless children are under the age of 5 (137 Homeless Children)

2-1-1 Quality Assurance Calls

In May, 88% of 100 clients were satisfied with the 2-1-1 service and 95% would recommend 2-1-1 to a family member or friend. Clients received the assistance they needed 32% of the time.

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