



**MILE HIGH UNITED WAY**  
**2-1-1 MONTHLY NEEDS & DEMOGRAPHIC REPORT** JANUARY 1, 2015 - DECEMBER 31, 2015

Dial 2-1-1. It's a free service. Trained referral specialists have access to the most comprehensive database of community-based organizations, government agencies and non profits throughout the state of Colorado. Information can be provided in almost any language.

**75,534 TOTAL CONTACTS\***



**2-1-1 CONTACT CENTER STATS**

Contact Type



PHONE  
73,862



EMAIL  
745



WALK IN  
376



LIVE CHAT  
551

Self Service Stats

Searched for Services Online	23,307
Searched for Emergency Shelter Online	15,596
2-1-1 Colorado Mobile App Searches	4,724

**FOLLOW-UP RESULTS**

- 69% Of callers followed up on the referrals.
- 34% Of callers who followed up on referrals received the help they needed.
- 6% Of callers have scheduled future appointments.
- 29% Of callers did not receive the help they needed due to the referred agencies' lack of funds.
- 6% Of callers are awaiting callback from referred agency.
- 9% Who followed up on referrals did not receive help due to other reasons.
- 96% Of the callers would recommend 2-1-1 to a family and friends.

\* Total contacts include individuals who contacted 2-1-1 by phone, email, walking in, and letter

**GIVE. ADVOCATE. VOLUNTEER.** VISITUNITEDWAYDENVER.ORG/211



### CLIENT NEEDS\*\*

Rent Payment Assistance	8,874
Shelter/Transitional Housing	8,358
Housing	8,145
Utility Assistance	6,102
Individual, Family and Community Support	4,733
Food/Meals	3,819
Income Support/Assistance	3,687
Child Care	2,723
Legal, Consumer, and Public Safety	2,700
Clothing/Personal/Household Needs	1,512
Health Care	1,464
Transportation	1,452
Mental Health/Addictions	1,277
Education	574
Employment	517
Volunteer/Donations	436
Medical Clinic	362
Dental Clinic	300
Disaster Services	161
Arts, Culture, and Recreation	105
Other Government/Economic Services	102
Information Services	9,436

### 2-1-1 CHILD CARE OPTIONS

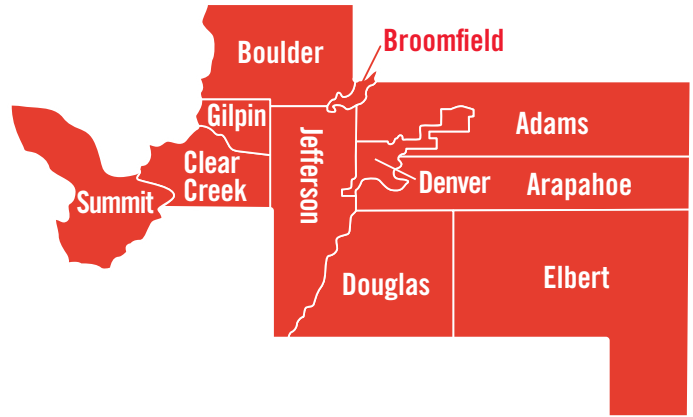
2-1-1 Child Care Options provides referrals to licensed child care providers in the area of the family's request and consumer education about how to recognize and select quality care.

The statistics below reflect information collected from families seeking child care through 2-1-1 Child Care Options.

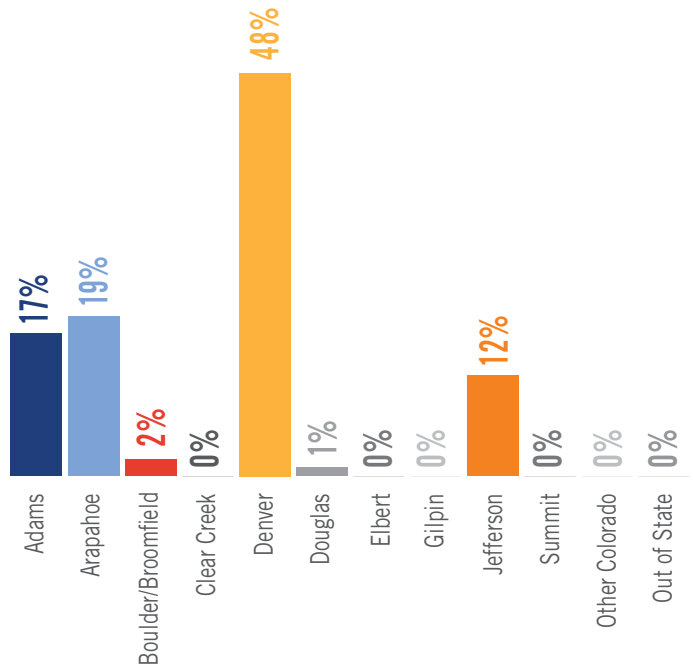
45%	Of callers are from Denver County
64%	Of callers are eligible for subsidies (financial assistance to pay for child care)
20%	Of callers are seeking childcare due to employment related reasons
27%	Of callers earn less than \$10,000 annually
57%	Of callers are single parent families
66%	Of children needing care are 3 years or younger

### WHERE WE HELP

Mile High United Way's 2-1-1 provides services to 11 counties in the Denver metro area.



### County Calls



### TOP 5 ZIP CODES

20%	80205	Denver County
4%	80010	Arapahoe County
4%	80011	Arapahoe County
3%	80204	Denver County
3%	80219	Denver County

\*\* Needs represent the callers' request for assistance.

This data is 2-1-1 proprietary information. Please do not publish this information without citing or attributing this data to Mile High United Way's 2-1-1.