



WHAT IS 2-1-1?

2-1-1 is a free, confidential, multilingual service that refers callers to non-emergency health and human services.

2-1-1 Colorado is a collaborative of eight organizations that host six call centers across the state. We work in tandem to provide border-to-border coverage in Colorado:

- United Way of Weld County (*Greeley*)
- Mile High United Way (*Denver*)
- Foothills United Way (*Boulder*)
- United Way of Larimer County (*Fort Collins*)
- Western Colorado 2-1-1 (*Grand Junction*)
- Pikes Peak United Way (*Colorado Springs*)
- United Way of Southwest Colorado (*Durango*)
- Senior Resource Development Agency (*Pueblo*)

WHAT DOES 2-1-1 DO?

Our team of professionals is trained to perform problem assessments and service navigation from every day concerns through major life-changing events, including natural or man-made crises and disasters. We collect information from our clients to better understand their situation and offer appropriate referrals to agencies that may help. We're also able to identify the needs and service gaps of our community.

A call may involve multiple levels of engagement with a caller, including problem assessment, follow-up, advocacy.

- Basic information
- Problem assessment
- Follow-up contact and advocacy

JANUARY 2015 – DECEMBER 2015

2-1-1s across Colorado received more than 147,000 contacts (including calls, chats, texts, emails and walk-ins) and over 54,000 online database searches last year. Caller needs range from basic to more complex, and the top needs have remained consistent year after year.

THE 2-1-1 COLORADO DATABASE

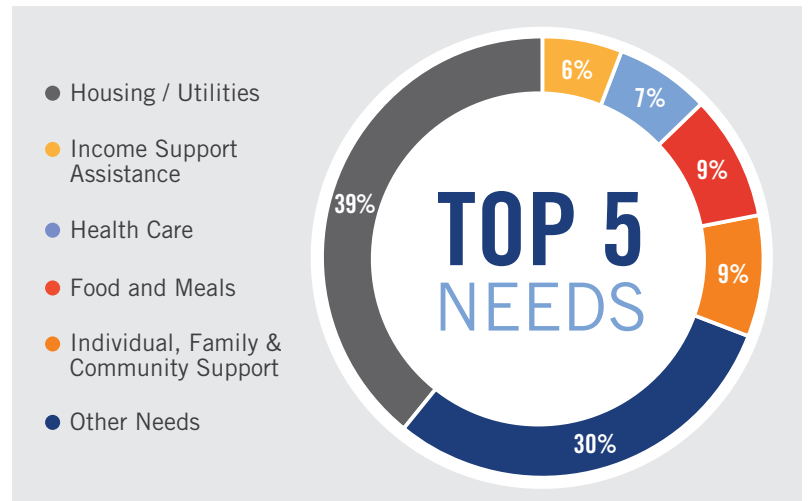
The 2-1-1 Colorado online database holds information on more than 14,000 services across the state of Colorado. These services are supported by more than 3,200 agencies. Our database is available to anyone at 211colorado.org.

OUR HISTORY

In 1999, community leaders wanting to bring 2-1-1 to the State of Colorado began working together to develop an integrated system of independent information and referral call centers.

In October 2002, the Public Utilities Commission approved the plan and in April 2003, the 2-1-1 dial code was officially active in Colorado.

Today, 2-1-1 provides border-to-border coverage within the state of Colorado.



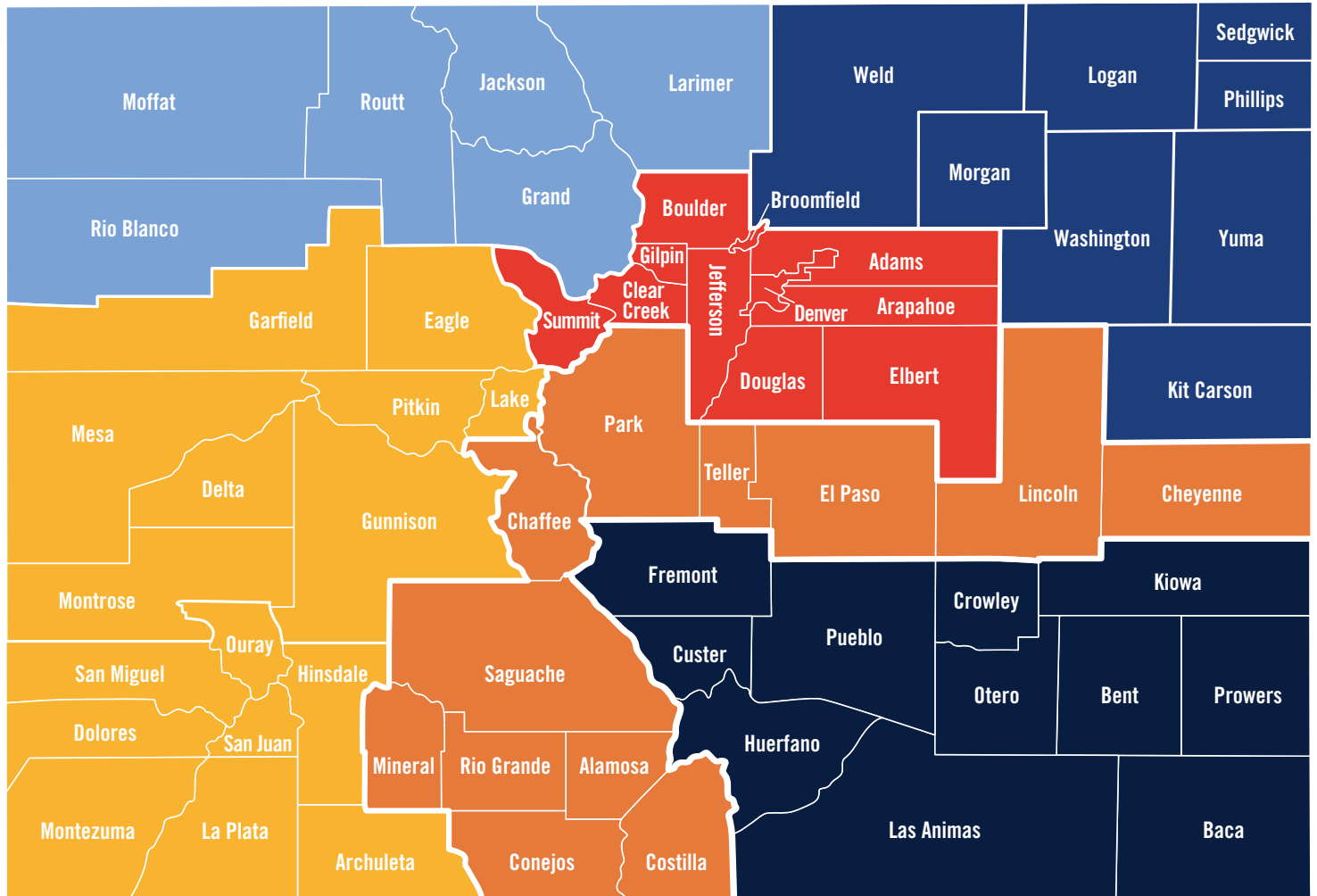
GIVE. ADVOCATE. VOLUNTEER. VISIT 211COLORADO.ORG





2-1-1 FREE RESOURCE REFERRAL LINE

2-1-1 STATEWIDE REGIONAL MAP



Region 1

United Way of Weld County

P: 970.353.8808 or 800.559.5590
F: 970.353.4738
E: uwwc@uniteway-weld.org
A: 814 9th Street
 Greeley, Colorado 80631

Region 2

Mile High United Way

P: 303.561.2111 or 866.760.6489
F: 303.455.6462
E: 211Colorado@unitedwaydenver.org
A: 711 Park Avenue West
 Denver, Colorado 80205

Region 3

United Way of Larimer County

P: 970.407.7066 or 866.485.0211
F: 970.407.7011
E: connect211@uwaylc.org
A: 424 Pine Street, Suite 102
 Fort Collins, Colorado 80524

Region 4

Western Colorado 2-1-1

P: 970.244.8400 or 888.217.1215
F: 970.255.3628
E: wc211@wc211.org
A: 510 29 1/2 Road
 Grand Junction, Colorado 81504

Region 5

Pikes Peak United Way

P: 719.955.0742 or 866.488.9742
F: 719.632.8139
E: tapestry@ppunitedway.org
A: 518 North Nevada Avenue
 Colorado Springs, Colorado 80903

Region 6

2-1-1 For Southeast Colorado

P: 719.583.6611 or 800.762.6169
F: 719.544.7831
E: 211@srda.org
A: 230 North Union Avenue
 Pueblo, Colorado 81003

GIVE. ADVOCATE. VOLUNTEER. VISIT 211COLORADO.ORG

