



Mile High United Way



MILE HIGH UNITED WAY'S 2-1-1 HELP CENTER 2-1-1 NEEDS & DEMOGRAPHIC REPORT

DECEMBER 2016

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.

6,638 TOTAL CONTACTS*
77,651 Year to Date Contacts*



2-1-1 CONTACT CENTER STATS

Contact Type



Self Service Stats

| | |
|---------------------------------------|-------|
| Searched for Services Online | 1,995 |
| Searched for Emergency Shelter Online | 827 |
| 2-1-1 Colorado Mobile App Searches | 413 |

FOLLOW-UP RESULTS

- 79% Of callers followed up on the referrals.
- 28% Of callers who followed up on referrals received the help they needed.
- 3% Of callers have scheduled future appointments.
- 11% Of callers did not receive the help they needed due to the referred agencies' lack of funds.
- 4% Of callers are awaiting callback from referred agency.
- 39% Who followed up on referrals did not receive help due to other reasons.
- 98% Of the callers would recommend 2-1-1 to a family and friends.

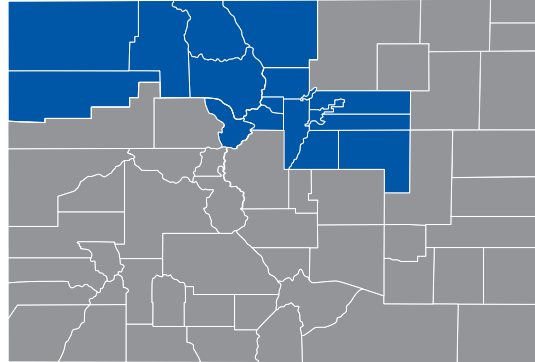
* Total contacts include individuals who contacted 2-1-1 by phone, email, walking in, letter, text and live chat

CLIENT NEEDS**

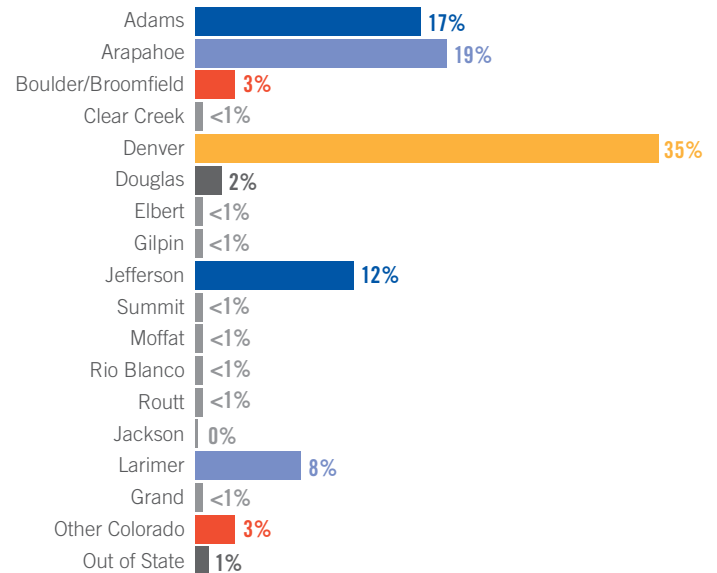
| | |
|--|-----|
| Rent Payment Assistance | 883 |
| Individual, Family and Community Support | 762 |
| Housing | 761 |
| Utility Assistance | 604 |
| Shelter/Transitional Housing | 574 |
| Child Care | 464 |
| Food/Meals | 296 |
| Legal, Consumer, and Public Safety | 266 |
| Clothing/Personal/Household Needs | 220 |
| Health Care | 158 |
| Transportation | 151 |
| Income Support/Assistance | 114 |
| Mental Health/Addictions | 107 |
| Employment | 51 |
| Education | 23 |
| Volunteer/Donations | 22 |
| Medical Clinic | 18 |
| Dental Clinic | 17 |
| Other Government/Economic Services | 12 |
| Arts, Culture, and Recreation | 9 |
| Disaster Services | 4 |
| Other Information Services | 471 |

WHERE WE HELP

Mile High United Way's 2-1-1 provides services to 17 counties in Central and Northwestern Colorado.



County Calls



CHILD CARE OPTIONS***

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 Child Care Options.

| | |
|-----|---|
| 18% | Of callers are from Denver County |
| 74% | Of callers are eligible for subsidies (financial assistance to pay for child care) |
| 38% | Of callers are seeking childcare due to employment related reasons |
| 35% | Of callers earn less than \$10,000 annually |
| 65% | Of callers are single parent families |
| 63% | Of children needing care are 3 years or younger |

TOP 5 ZIP CODES

| | | |
|----|-------|-------------------------|
| 7% | 80205 | Denver County |
| 5% | 80219 | Denver County |
| 5% | 80010 | Adams/Arapahoe Counties |
| 3% | 80012 | Arapahoe County |
| 3% | 80011 | Adams/Arapahoe Counties |

** Needs represent the callers' request for assistance.

*** Represents child care related inquiries statewide through United Way's Child Care Options line.

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.