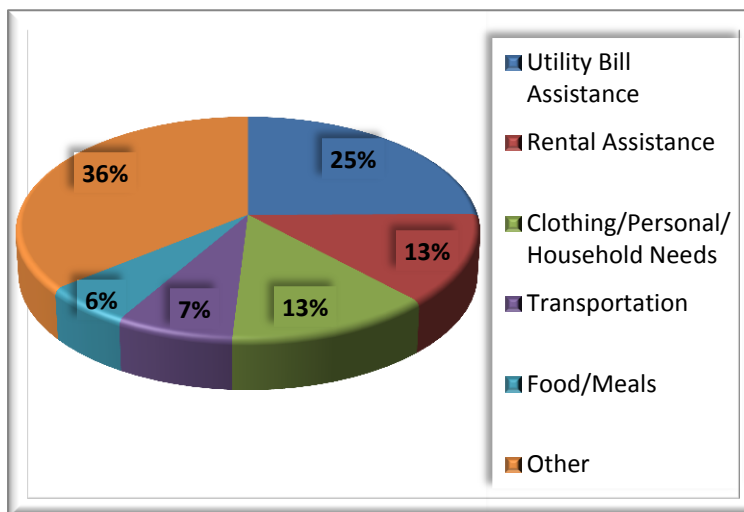


UNITED WAY OF WELD COUNTY 2-1-1 2015 Region 1 Results

TOP REASONS PEOPLE CALLED 2-1-1



2-1-1 CALLER DEMOGRAPHICS

The following information was collected for 2015 from (12,091) calls.

- 58% women
- 35% unemployed
- 52% under 55 years
- 30% annual income under \$10,000 (\$833 per month)
- Average Annual income \$12,604
- 44% Caucasian
- 28% Hispanic
- Average annual income \$12,604
- 39% single, divorced, separated or widowed
- 39% called from outside Greeley/Evans
- 13% called from outside Weld County

RESULTS

Survey previous month of callers (31%)

Using 2-1-1 referrals... 39% received assistance... 90% reported receiving excellent 2-1-1 customer service...91% reported feeling comfortable recommending 2-1-1 to friends and family.

	2015	2014	2013	2012	2011
Calls Handled	12,091	13,769	14,010	15,056	12,993
Web Hits	2,192	2,042	2,845	1,900	2,233
After Hours Calls	1,052	1,088	1,608	1,030	751

2-1-1 COMMUNITY VALUE

What makes 2-1-1 valuable to Weld County and northeastern Colorado?

- **Full-service referral help** web base, smart phone app and 2-1-1 call center.
- **Proven ability to effectively uncover additional client needs** over and above the initial reason a call is made to 2-1-1, resulting in more holistic service to clients.
- **Cost effective, time efficient approach** for clients and practitioners to help locate human service / referral needs with one call.
- **Significant cost savings to communities** through better resource coordination, avoiding service duplication and by dedicating staff to comprehensive call center and data base operations.

UNMET NEEDS (NO REFERRALS WERE AVAILABLE FOR THE CLIENT)

Rental Assistance, Utility Bill Assistance, Transportation, Seasonal - Holiday Assistance, Personal/Household

TRACKING NEEDS AND REFERRALS

By recording reasons people call 2-1-1 and the number and type of referrals provided, 2-1-1 is able to identify community trends and demonstrate an ability to offer clients resources to improve their lives.

Category / Calendar	Presenting Needs-2015	Referrals Provided-2015
Arts, Culture and Recreation	0	0
Child Care	142	167
Clothing/Personal/Household Needs	940	1,069
Dental Clinic - Health Care	7	8
Disaster Services	4	5
Donations	15	21
Education	32	37
Employment	17	18
Food/Meals	416	422
Health Care	362	374
Housing/Utilities	309	295
Income Support/Assistance	48	66
Individual, Family & Community Support	105	121
Information Services	153	139
Legal, Consumer & Public Safety	338	412
Medical Clinic - Health Care	6	6
Mental Health/Addictions	37	45
Other Government/Economic Services	3	4
Rental Assistance	949	246
Seasonal - Education	17	13
Seasonal - Health Care	0	0
Seasonal - Holiday Assistance	260	95
Seasonal - Income Tax Related	338	392
Senior Services	54	93
Shelter/Transitional Housing	331	548
Transportation	542	377
Utility Bill Assistance	1,807	1,552
Volunteer	17	13
Youth Programs	2	0
Totals	7,251	6,538

Calendar Overview

The human challenges of 2015 were ongoing, 2-1-1 experienced a steady flow of requests for services from households. Thanks to the important support of our community agency networks, partnerships, nonprofits, churches, local government and volunteers, 2-1-1 was able to provide 6,538 referrals for 7,251 presenting needs. We look forward to our progress and growth for 2016.

MONFORT
FAMILY FOUNDATION

