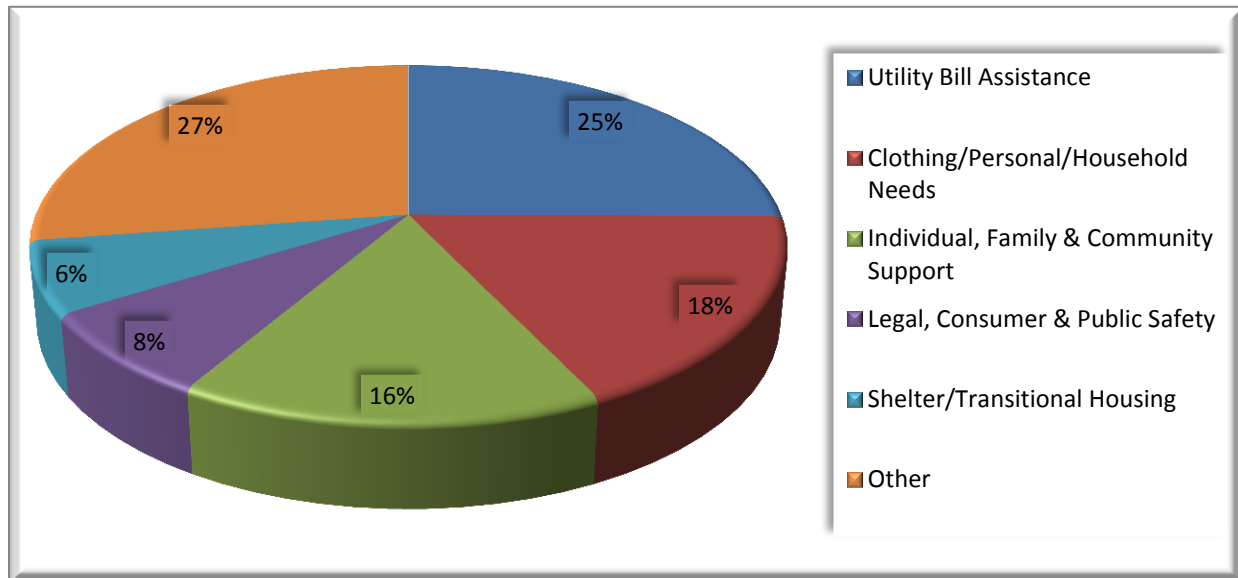


# UNITED WAY OF WELD COUNTY 2-1-1

## June (2016) Region 1 Report

### TOP REASONS PEOPLE CALLED 2-1-1



### 2-1-1 CALLER DEMOGRAPHICS

The following information was collected during the current month from 654 calls handled.

- 50% are women
- 30% are unemployed
- 51% are under 55 years of age
- 31% have an annual income under \$10,000 (\$833 per month)
- Average income \$12,600 per year
- 37% are Caucasian
- 25% are Hispanic
- 38% are single, divorced, separated or widowed
- 21% are calling from outside Greeley/Evans
- 10% are calling from outside Weld County

### PREVIOUS SURVEY RESULTS

#### Survey previous month of callers (38%)

Using 2-1-1 referrals... 53% received assistance...76% reported receiving excellent 2-1-1 customer service...75% reported feeling comfortable recommending 2-1-1 to friends and family.

### 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, Shelter/Transitional Housing, Household Needs

## 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 / June	Presenting Needs-2016	Referrals Provided-2016
Arts, Culture and Recreation	0	0
Child Care	10	8
Clothing/Personal/Household Needs	80	80
Dental Clinic - Health Care	3	6
Disaster Services	1	0
Donations	4	6
Education	0	5
Employment	0	1
Food/Meals	18	16
Health Care	21	21
Housing/Utilities	15	14
Income Support/Assistance	4	5
Individual, Family & Community Support	21	33
Information Services	8	9
Legal, Consumer & Public Safety	33	33
Medical Clinic - Health Care	2	2
Mental Health/Addictions	1	1
Other Government/Economic Services	0	0
Rental Assistance	90	12
Seasonal - Education	0	0
Seasonal - Health Care	0	0
Seasonal - Holiday Assistance	0	0
Seasonal - Income Tax Related	0	0
Senior Services	5	7
Shelter/Transitional Housing	24	24
Transportation	39	17
Utility Bill Assistance	128	124
Volunteer	2	3
Youth Programs	0	0
<b>Totals</b>	<b>509</b>	<b>486</b>

### 2-1-1 SUCCESS STORY

*The following 2-1-1 Success Story demonstrates the extent to which United Way of Weld County serves as a catalyst in problem solving connecting the most vulnerable with agencies who can help.*

Maria called into 2-1-1 for car repair; she had been in an accident that was not her fault. The other person's insurance company claimed that some of the repairs were not from the accident and as such did not repair the car fully. Mary is on a fixed income, recently lost her job, and is utilizing child support and food stamps for income. She needs her car. 2-1-1 assessed and gathered Mary's information to present to Women 2 Women for assistance. The vehicle was repaired completely.

