

# SUPPORTING METRO DENVER WITH ACCESS TO VITAL RESOURCES

Mile High United Way's  
2-1-1 Help Center Report

2017 Annual Report



# MILE HIGH UNITED WAY'S 2-1-1 HELP CENTER

Dial three simple numbers – 2-1-1 – and reach Mile High United Way's 2-1-1 Help Center to both give and get help in your community. Mile High United Way's 2-1-1 is a free, confidential, multi-lingual service that helps callers navigate through their situation by assessing their needs and then matching them with the best and closest resources in their community. 2-1-1 has the largest, most up-to-date database of resources in the Rocky Mountain region for health and human services.

Covering a total of 17 counties – eleven in the Metro Denver area and six counties in Northwest Colorado, we serve 64 percent of the state's population, with help available Monday through Friday, 8 a.m. – 5 p.m. Dial 2-1-1, live chat from [unitedwaydenver.org/2-1-1](http://unitedwaydenver.org/2-1-1), or text your zip code to 898-211 to speak with a trained specialist. You can also access Mile High United Way's online 2-1-1 database at [unitedwaydenver.org/2-1-1](http://unitedwaydenver.org/2-1-1).

**78,682** ANNUAL CONTACTS



PHONE  
**74,406**



TEXT  
**830**



EMAIL/MAIL  
**1,551**



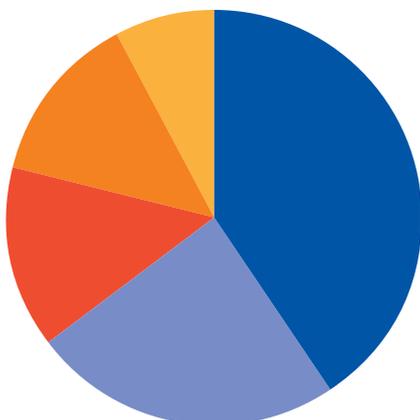
WALK IN  
**479**



LIVE CHAT  
**1,416**

## Self Service Stats

Searched for Services Online	21,183
Searched for Emergency Shelter Online	6,801
2-1-1 Colorado Mobile App Searches	6,371



## COUNTY CALLS

Mile High United Way's 2-1-1 Help Center provides services to counties across Colorado. **These counties contacted us most often over the past year:**

**37% Denver**  
**22% Arapahoe**

**13% Adams**  
**12% Jefferson**

**7% Larimer**

## COMMUNITY TRENDS

### + Sometimes it takes something small to make a house more of a home

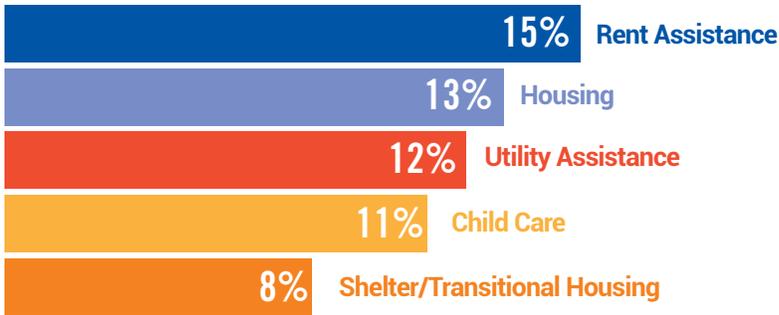
Housing and shelter continue to dominate the needs of our clients, but some 2-1-1 callers need something small to make their lives better. In 2017 we received 3,572 calls from individuals and families who needed help putting food on the table. This number rose around the holiday season with an additional 383 seeking Thanksgiving baskets and meals to make their a special one for their families.

Additionally, we received 784 calls asking for assistance with holiday gifts or toys, another 202 for holiday food baskets, and 40 calls asking for help getting a Christmas tree for the holidays. While we often focus on the larger issues facing our community, we continually see that a meal, jacket, or simple toy can make a huge difference in our community.

### + Our Top 5 Unmet Needs in 2017

Rent Payment Assistance	46%
Rent Deposit Assistance	5%
Homeless Motel Vouchers	4%
Electric Service Assistance	3%
Gas Money	3%

# TOP FIVE NEEDS



## All Client Needs

Rent Payment Assistance	15%
Housing	13%
Utility Assistance	12%
Child Care	11%
Shelter/Transitional Housing	8%
Income Support/Assistance	7%
Food/Meals	5%
Individual, Family and Community Support	5%
Legal, Consumer, and Public Safety	4%
Clothing/Personal/Household Needs	3%
Health Care	2%
Transportation	2%
Mental Health/Addictions	2%
Education	1%
Employment	1%
Medical Clinic	1%
Dental Clinic	<1%
Volunteer/Donations	<1%
Disaster Services	<1%
Other Government/Economic Services	<1%
Arts, Culture, and Recreation	<1%
Other Information Services	7%

# FOLLOW-UP RESULTS

- 82% Of callers followed up on the referrals.
- 37% Of callers who followed up on referrals received the help they needed.
- 5% Of callers had scheduled future appointments.
- 19% Of callers did not receive the help they needed due to the referred agencies' lack of funds.

- 14% Of callers were awaiting callback from referred agency.
- 25% Who followed up on referrals did not receive help due to other reasons.
- 97% Of the callers would recommend 2-1-1 to a family and friends.

# 2-1-1 NEWS

## + Elected Network convenes at 2-1-1

Elected officials and staffers joined us in November for our Elected Network to learn about the work of Mile High United Way in our community, including the great work of our 2-1-1 team! Pictured below: Greg Anton, Renny Fagan, Julie Levy Duvall (State Director, Sen Bennet's Office), Christine Benero, Rep. Polly Lawrence (District 39, Douglas, Teller Counties), Rep. Leslie Herod (District 8, Denver), Rep. Dominick Moreno (District 21, Adams), Mica Ward (Office of the Clerk and Recorder, City and County of Denver), Benjamin Waters, Roweena Naidoo.



## + Representative Coffman tours Mile High United Way

It is always a treat to have our elected officials visit Mile High United Way and so it was a great honor to have U.S. Representative Mike Coffman tour Mile High United Way and 2-1-1 on August 23rd. Serving Colorado's 6th District, Rep. Coffman took time to learn more about United Way and how 2-1-1 serves his constituents and the larger Colorado population.

# CHANGING LIVES AT PROJECT HOMELESS CONNECT

With your support, Mile High United Way connects individuals to life-changing resources through our 2-1-1 Help Center.

We are not only able to connect people to resources when they contact the Mile High United Way 2-1-1 Help Center; our 2-1-1 staff is also able to help at in-person events like Project Homeless Connect. Project Homeless Connect is a one day event hosted by Mile High United Way, Denver's Road Home, and the City and County of Denver that provides assistance to those who are experiencing homelessness or are at-risk of becoming homeless. Guests are paired one-on-one with a volunteer to get access to resources such as legal services, a warm winter coat, medical services, resume building and more.

Thank you for supporting our community's individuals, children, and families who need it most.



## PARTNERSHIP WITH DENVER HEALTH

Mile High United Way fights every day for the education, health, and financial stability for everyone in Metro Denver. That's why our 2-1-1 program has partnered with local health care providers to further address social determinants of health. We've partnered with Denver Public Health to build a system that will allow health care providers to access community resources from within a patient's health record, prescribing community resources just as easily and simply as a doctor might prescribe a medication.

For example, during a doctor's visit a patient might learn that they are at risk for diabetes. The health care provider would access our 2-1-1 database of community resources from within the patient's medical record, and refer the patient to Diabetes Prevention Programs (DPPs) in their community to encourage healthy lifestyle changes to reduce their risk. Those community DPPs would receive appropriate data about the patient to enroll them in the program, help them prepare for their visits, and are able to report details about the patient's progress back to the health care provider. Currently in the pilot phase, utilization of this system will begin with two health care clinics in the metro area.

## SUPPORT 2-1-1

Please donate to help our 2-1-1 Help Center continue working in the community. **Visit [unitedwaydenver.org/donate](https://unitedwaydenver.org/donate) to make a gift.**

‡Standard message and data rates may apply. Text STOP to opt-out. For end user privacy and terms and conditions of texting with 898-211, go to [preventionpaystext.com/policies](https://preventionpaystext.com/policies)

## 2-1-1 STAFF SPOTLIGHT



Anahi has been a member of the 2-1-1 team for over a year, but her time with the Mile High United Way has stretched back much longer. She started as a participant with the Bridging The Gap program, interned with the 2-1-1 resource team, and now gives back by helping individuals each and every day in our 2-1-1 Help Center.

When Anahi rejoined our team, she began by helping with an employment initiative, eventually transitioned into 2-1-1 calls, and provides bilingual support of the Colorado Shines Child Care Referral and Denver Water Emergency Assistance teams, bringing her compassion, knowledge, and detail-minded thinking to all of the clients who speak with her.

Dial 2-1-1, Text 898-211‡, search our database or chat with us at [unitedwaydenver.org/211](https://unitedwaydenver.org/211)