



SUPPORTING METRO DENVER WITH ACCESS TO VITAL RESOURCES

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

January - March 2018



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, 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.

19,541 QUARTERLY CONTACTS



PHONE
18,543



TEXT
210



EMAIL
395



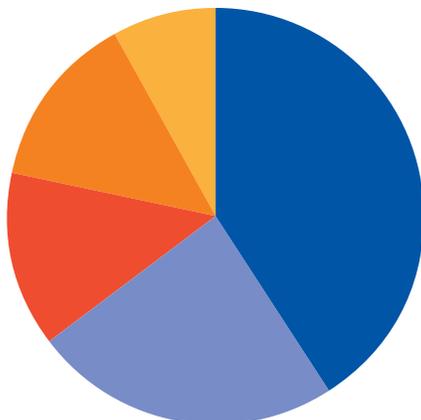
WALK IN
145



LIVE CHAT
424

Self Service Stats

Searched for Services Online	5,152
Searched for Emergency Shelter Online	2,006
2-1-1 Colorado Mobile App Searches	2,596



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 quarter:**

36% Denver
21% Arapahoe

12% Adams
12% Jefferson

6% Larimer

COMMUNITY TRENDS

+ What Does 1% Really Mean?

Many of our reports list numbers that seem insignificant. For example, this quarter we're reporting that less than 1% of our clients need help finding Dental Care, but what does that actually mean?

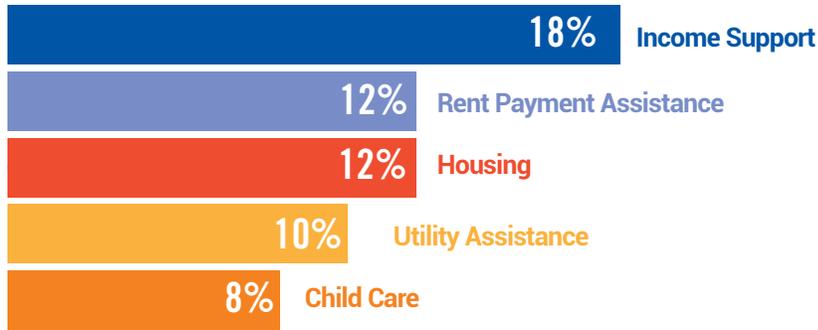
When taking nearly 20,000 calls, chats, texts, and emails from clients, less than 1% becomes 43 clients who need dental care, but either don't know where to find care that matches their insurance or clients who cannot afford the care they desperately need. Just 1% of our callers needed help with employment during our 1st quarter, but that number actually represents 104 individuals who are looking for ways to better their situation and the well-being of their families.

We measure success with every call. While 1% might not look significant, every call is a chance to impact the lives of our neighbors and our community.

+ Affordable Housing Continues To Be A Leading Concern

During the month of March 2018, metro Denver rental prices increased an average of 0.34%, an increase of 2.91% since the same time last year (Zilpy's Denver, CO Metro Rental Market Trend Overview - March 2018). In a region already struggling with raising housing costs, 2-1-1 callers continue to make basic housing needs their top request when they reach out to us, with 34% of our clients needing assistance with rental payment, deposit assistance, and basic utility assistance.

TOP FIVE NEEDS



All Client Needs

Income Support/Assistance	18%
Rent Payment Assistance	12%
Housing	12%
Utility Assistance	10%
Child Care	8%
Shelter/Transitional Housing	8%
Food/Meals	6%
Legal, Consumer, and Public Safety	4%
Health Care	3%
Clothing/Personal/Household Needs	2%
Individual, Family, and Community Support	2%
Transportation	2%
Mental Health/Addictions	2%
Employment	1%
Medical Clinic	1%
Education	<1%
Volunteer/Donations	<1%
Dental Clinic	<1%
Other Government/Economic Services	<1%
Arts, Culture, and Recreation	<1%
Disaster Services	<1%
Other Information Services	7%

FOLLOW-UP RESULTS

- 80% Of callers followed up on the referrals.
- 46% Of callers who followed up on referrals received the help they needed.
- 14% Of callers had scheduled future appointments.
- 12% Of callers did not receive the help they needed due to the referred agencies' lack of funds.

- 7% Of callers were awaiting callback from referred agency.
- 15% 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.

2-1-1 NEWS

+ Ongoing Changes In The 2-1-1 Database

Our database is an ever-evolving collection of resources. As local programs and organizations change how they serve the community, or non-profits create new programs, our database changes to reflect each revision. During the months of January, February, and March our Resource Team made 827 updates to our database.

As our database shrinks and grows in relation to the local non-profit landscape, 2-1-1 currently hosts over 8,300 services in Colorado.

You can explore these resources at: 211colorado.org

+ How Did You Celebrate National 2-1-1 Day?

Every February 11th (2/11) we celebrate National 2-1-1 Day, a day when 2-1-1 agencies across the nation highlight the work they are doing in the community and promote the free, confidential 2-1-1 service.

Since its launch in 2003, Coloradans have been able to access any number of human services by dialing just three numbers. Nationally, 2-1-1s help millions of callers access shelters, crisis centers, food pantries, health resources, and hundreds of other resources.



LENDING A HAND DURING TAX SEASON

For some, filing income taxes are a simple process, but for others it can be a confusing, difficult, and time-consuming task. That's why 2-1-1 was honored to continue to be a part of the Piton Foundation's annual effort to provide tax help to Colorado residents.

Serving all of Colorado's sixty-four counties, 2-1-1 connects clients with walk-in and drop-off tax preparation services from hundreds of volunteer tax preparers. This service, provided free-of-charge, is available to families earning less than \$55,000 annually, or individuals earning less than \$35,000, and can help clients with many of the most common tax forms, credits, and filing.

Last year, Mile High United Way's 2-1-1 connected 2,954 clients with free tax services. This year our partnership reached 2,868 clients, helping them to find tax preparation services and support near their homes and work.

We want to thank the Piton Foundation, the statewide 2-1-1 collective, and our many volunteers and partners for including Mile High United Way's 2-1-1 in this vital service!

WE SPEAK YOUR LANGUAGE

You might know that Mile High United Way's 2-1-1 takes calls in English and Spanish, but did you also know that with support of a translation service, we also serve clients who speak multiple other languages?

Denver truly is an international city, hosting families and individuals from all over the world. In the past year, we've assisted callers speaking Tigrinya, Arabic, Farsi, and Mandarin, as well as many others, providing the same service we provide to our English and Spanish-speaking callers.

Did you also know that 2-1-1 helps our community via calls, text messages, and web chats? Our database of resources are available 24 hours a day for self-help via our website and app, helping us to serve the community in whatever method meets your needs, at whatever time suits your schedule!

Mile High United Way's 2-1-1 is here to help!

SUPPORT 2-1-1

Please donate to help our 2-1-1 Help Center continue working in the community. **Visit 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

2-1-1 STAFF SPOTLIGHT



Dina, a 2-1-1 Resource Specialist, has been at Mile High United Way since October of 2017. Previously, she worked at Better Business Bureau serving Denver/ Boulder and Jefferson Center for Mental Health. She is also working on finishing her Masters In Counseling at Regis University.

Here at MHUW, Dina works as one of three Resource Specialists, whose primary duties are ensuring the existing resources available through 2-1-1 are accurate, extensive, and up-to-date. She also works to find and research new agencies for inclusion into the 2-1-1 database. Dina loves working with area agencies and the amazing team at 2-1-1!

Dial 2-1-1, Text 898-211‡, search our database or chat with us at unitedwaydenver.org/211