



# 2-1-1 HELP CENTER IMPACT REPORT FY20-21

[Mile High United Way's 2-1-1 Help Center](#) is a statewide program that connects individuals and families to critical resources including food, shelter, rental assistance, childcare, and more. **THANK YOU for your generous investment in the 2-1-1 Help Center.** Because of you, we were able to serve families across the metro area through our programs and initiatives. Through this impact report, we hope you see the lives changed and the tangible impact you have made on our community this year.

## Our Community Challenge

- The annual median household income in Denver County is \$68,592.<sup>1</sup> The self-sufficiency level for a family of four (two adults plus an infant and a toddler) in Denver is \$83,940.<sup>2</sup> This family of four earning the median income would need an extra \$15,348 per year to meet their basic expenses.
- In calendar year 2020, 2-1-1 saw a 46% rise in call volume over 2019, demonstrating the demand for resources that help families meet their needs. In calendar year 2020, 2-1-1 saw a 46% rise in call volume over 2019, demonstrating the demand for resources that help families meet their needs.

## Your Impact at a Glance

**1.1 MILLION** people across the seven-county Metro Denver area live below the self-sufficiency level (300% poverty) and struggle to make ends meet every month<sup>3</sup>

### How you are helping:

- 2-1-1 connected 9,708 contacts to resources to help families pay their energy or water bills.
- 2-1-1 matched 5,932 resource requests for income support to help families make ends meet.

**51% OF RENTAL** households are rent-burdened in the seven-county Metro Denver area, paying more than 30% of their income towards rent<sup>4</sup>

### How you are helping:

- 2-1-1 provided referrals for 17,580 requests for rent assistance and another 12,018 requests for other housing and shelter services.

**16% OF CHILDREN** in Colorado are not getting adequate nutrition due to financial constraints<sup>5</sup>

### How you are helping:

- 2-1-1 matched 7,681 requests for food or meal assistance.
- 2-1-1 helped 4,344 people submit their applications for the Supplemental Nutrition Assistance Program (SNAP).

1, 3, 4 2019 American Community Survey, 5-Year Estimates

2 Colorado Self-Sufficiency Standard, 2018

5 Hunger Free Colorado, COVID Food Insecurity Survey, April 2021

## Eliminating Transportation as a Barrier Through Our Lyft Partnership

For a third year, the Mile High United Way 2-1-1 Help Center partnered with Lyft to help our community members overcome the transportation barrier. We provided complimentary rides to critical activities such as job interviews, medical appointments, vaccine clinics, basic needs services, and more. This year, we provided 1,290 rides through our partnership.



**“During the pandemic we heard a lot about our frontline workers. Today I want you to know that our 2-1-1 navigators were also on the frontlines listening to our community’s needs and fears with both empathy and grace. They not only helped people access the resources they needed – but also were able to reassure them that there was support for them during this time of crisis.”**

– Tim Main, Senior Manager, Evaluation and Learning



## Governor Jared Polis Signs Legislation to Expand Mental Health Support

Earlier this year, we joined Governor Polis as he signed Senate Bill 239 into law. SB 239 supports the expansion of 2-1-1 mental health services in partnership with the Colorado Department of Public Health and Environment, bringing greater behavioral health support services to our state. Thank you to Mile High United Way Board members Brad Busse and Chris McDonald, who joined the bill signing, as well as bill sponsors Rep. Young, Sen. Kolker, and Sen. Zenzinger. With the passing of this bill, we are able to better address the top needs of our community and to support our neighbors when they need us most.

**“I once took a call from a woman who was facing hardship because of the pandemic. And I was not only able to help get her rent and utilities assistance but was able to get her a ride to the food pantry and sign her up for SNAP. Being there to listen, to walk her through her options, and connect her to tools outside of what she originally had asked for made me feel like the work that we’re all doing at 2-1-1 has direct and visible impact on our community.”**

– Kayla, 2-1-1 Resource Specialist