

2-1-1 COLORADO

JANUARY – DECEMBER 2017

2-1-1 Colorado is a free, bilingual service that helps callers by assessing their needs and matching them with the best resources in their community. Covering all of Colorado, 2-1-1 has the largest, most up-to-date database of resources in the Rocky Mountain region for health and human services.

OUR CLIENTS' NEEDS

2-1-1 Colorado's client needs range from basic to more complex, and the top needs have remained consistent year after year.

**138,003**

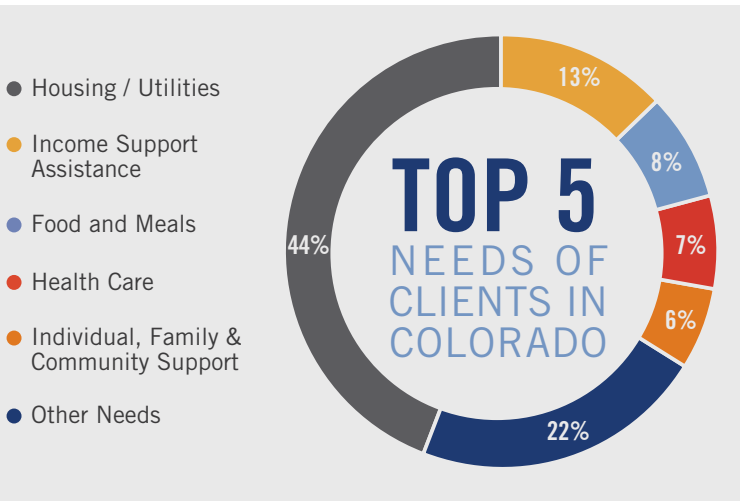
THE NUMBER OF CONTACTS  
COLORADO 2-1-1 HAD WITH  
CLIENTS IN 2017



<b>PHONE</b> 130,810	<b>TEXT</b> 1,567	<b>EMAIL</b> 1,746	<b>WALK IN</b> 2,424	<b>LIVE CHAT</b> 1,456
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SELF SERVICE STATS

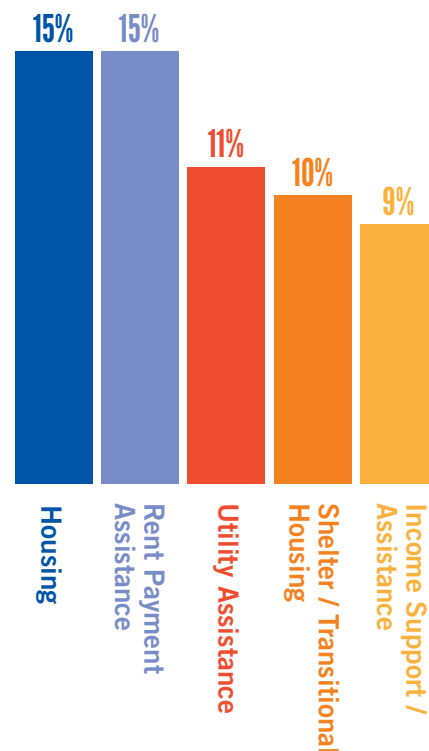
Searched for Services Online 42,811



CLIENT NEEDS IN DENVER AND JEFFERSON COUNTIES

Housing	4,373	15%
Rent Payment Assistance	4,305	15%
Utility Assistance	3,158	11%
Shelter/Transitional Housing	3,064	10%
Income Support/Assistance	2,516	9%
Information Services	1,900	6%
Food/Meals	1,692	6%
Child Care	1,657	6%
Individual, Family and Community Support*	1,560	5%
Legal, Consumer, and Public Safety	1,347	5%
Clothing/Personal/Household Needs	961	3%
Transportation	775	3%
Health Care	712	2%
Mental Health/Addictions	560	2%
Employment	275	1%
Education	271	1%
Medical Clinic	134	<1%
Disaster Services	80	<1%
Dental Clinic	73	<1%
Volunteer/Donations	68	<1%
Other Government/Economic Services	56	<1%
Arts, Culture, and Recreation	54	<1%

TOP 5 NEEDS



\*Includes Thanksgiving and Christmas related services, such as Holiday Gifts/Toys, Thanksgiving Meals, Christmas Meals.