

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



PHONE  
130,810



TEXT  
1,567



EMAIL  
1,746



WALK IN  
2,424

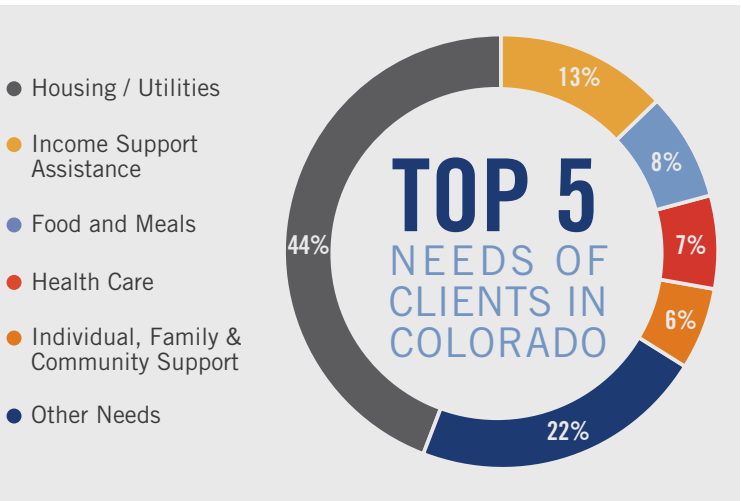


LIVE CHAT  
1,456

SELF SERVICE STATS

Searched for Services Online

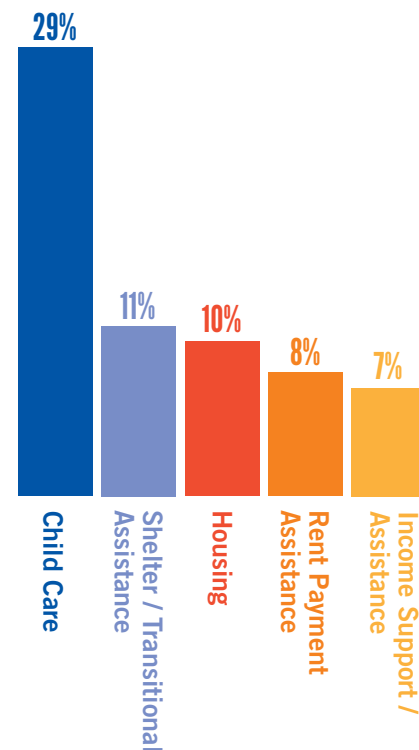
42,811



CLIENT NEEDS IN BOULDER, CLEAR CREEK, GILPIN, GRAND, AND JACKSON COUNTIES

Child Care	519	29%
Shelter/Transitional Housing	195	11%
Housing	183	10%
Rent Payment Assistance	137	8%
Income Support/Assistance	118	7%
Utility Assistance	116	6%
Food/Meals	72	4%
Legal, Consumer, and Public Safety	69	4%
Individual, Family and Community Support*	63	4%
Health Care	57	3%
Information Services	52	3%
Clothing/Personal/Household Needs	47	3%
Transportation	44	2%
Mental Health/Addictions	40	2%
Medical Clinic	27	2%
Dental Clinic	10	1%
Disaster Services	10	1%
Employment	9	1%
Other Government/Economic Services	9	1%
Education	7	<1%
Volunteer/Donations	7	<1%
Arts, Culture, and Recreation	2	<1%

TOP 5 NEEDS



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