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.

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

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.

Top 5 needs:

- **Child Care**: 29%
- **Shelter/Transitional Housing**: 11%
- **Housing**: 10%
- **Rent Payment Assistance**: 8%
- **Income Support/Assistance**: 7%

Other needs:

- **Health Care**: 6%
- **Food and Meals**: 5%
- **Utility Assistance**: 4%
- **Legal, Consumer, and Public Safety**: 4%
- **Individual, Family and Community Support**: 4%
- **Information Services**: 3%
- **Clothing/Personal/Household Needs**: 3%
- **Transportation**: 2%
- **Mental Health/Addictions**: 2%
- **Medical Clinic**: 2%
- **Dental Clinic**: 1%
- **Disaster Services**: 1%
- **Employment**: 1%
- **Other Government/Economic Services**: 1%
- **Education**: <1%
- **Volunteer/Donations**: <1%
- **Arts, Culture, and Recreation**: <1%

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