

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

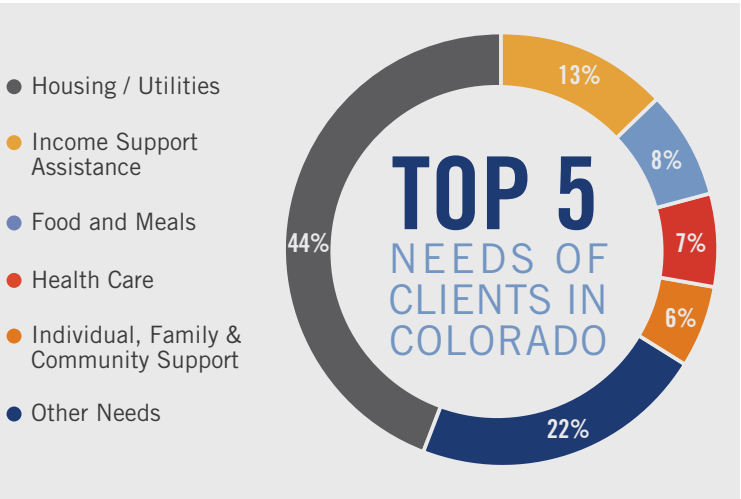


LIVE CHAT
1,456

SELF SERVICE STATS

Searched for Services Online

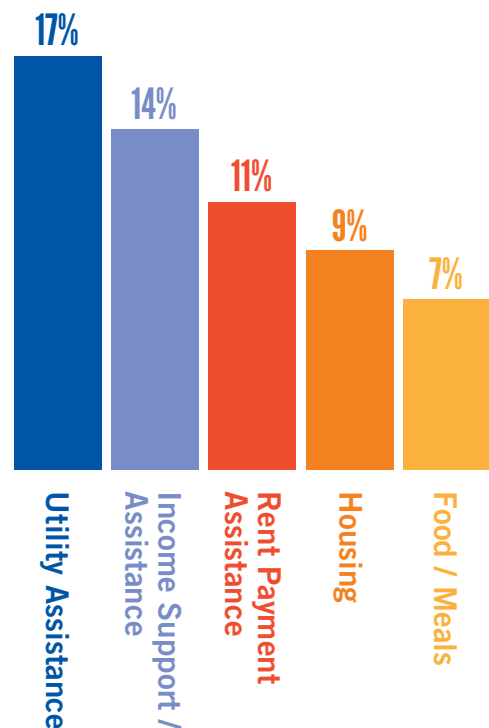
42,811



CLIENT NEEDS IN CLEAR CREEK, EL PASO, FREMONT, PARK, AND TELLER COUNTIES

Utility Assistance	3,702	17%
Income Support/Assistance	2,970	14%
Rent Payment Assistance	2,332	11%
Housing	1,911	9%
Food/Meals	1,609	7%
Child Care	1,429	7%
Individual, Family and Community Support*	1,273	6%
Shelter/Transitional Housing	1,128	5%
Health Care	995	5%
Information Services	956	4%
Legal, Consumer, and Public Safety	804	4%
Transportation	666	3%
Clothing/Personal/Household Needs	558	3%
Mental Health/Addictions	338	2%
Employment	259	1%
Education	194	1%
Medical Clinic	94	<1%
Other Government/Economic Services	93	<1%
Volunteer/Donations	79	<1%
Arts, Culture, and Recreation	38	<1%
Disaster Services	38	<1%
Dental Clinic	20	<1%

TOP 5 NEEDS



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