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 2-1-1 Colorado 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 of Clients in Colorado:
- Food/Meals: 44%
- Income Support/Assistance: 13%
- Health Care: 8%
- Individual, Family and Community Support: 6%
- Housing/Utilities: 7%
- Other Needs: 22%

Client Needs in Eagle and Routt Counties:

- Child Care: 37 (22%)
- Income Support/Assistance: 32 (19%)
- Mental Health/Addictions: 16 (9%)
- Food/Meals: 13 (8%)
- Health Care: 12 (7%)
- Utility Assistance: 11 (7%)
- Housing: 9 (5%)
- Rent Payment Assistance: 9 (5%)
- Shelter/Transitional Housing: 9 (5%)
- Information Services: 7 (4%)
- Individual, Family and Community Support*: 3 (2%)
- Legal, Consumer, and Public Safety: 3 (2%)
- Transportation: 3 (2%)
- Medical Clinic: 2 (1%)
- Clothing/Personal/Household Needs: 1 (1%)
- Education: 1 (1%)
- Employment: 1 (1%)

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