

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

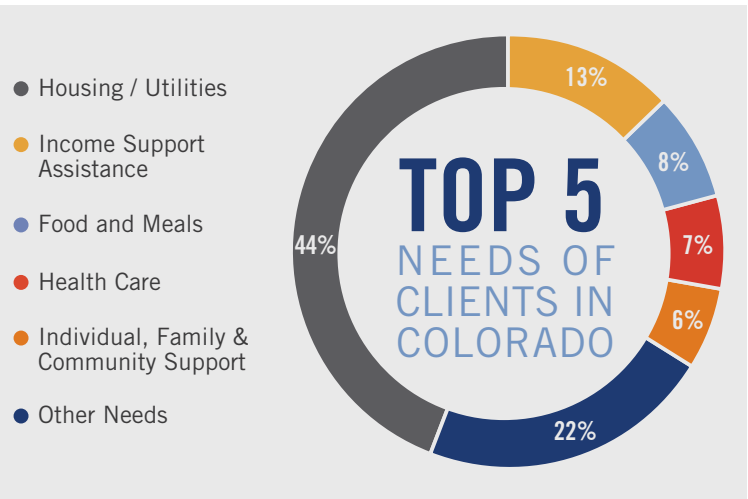


LIVE CHAT
1,456

SELF SERVICE STATS

Searched for Services Online

42,811



CLIENT NEEDS IN 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.

TOP 5 NEEDS

