

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

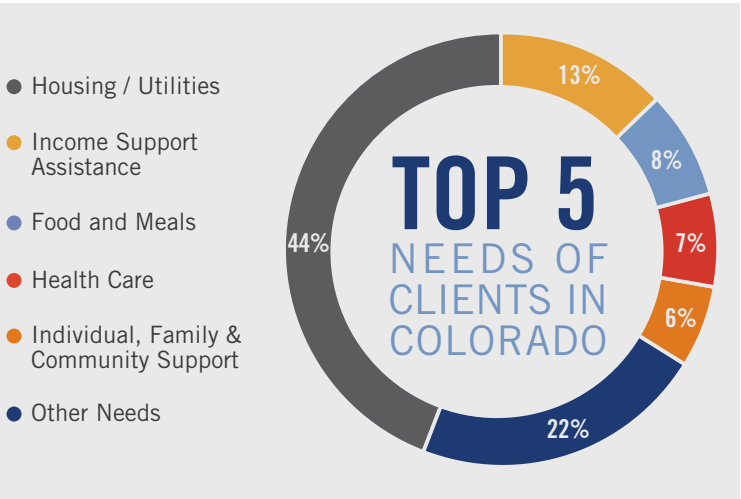


LIVE CHAT  
1,456

SELF SERVICE STATS

Searched for Services Online

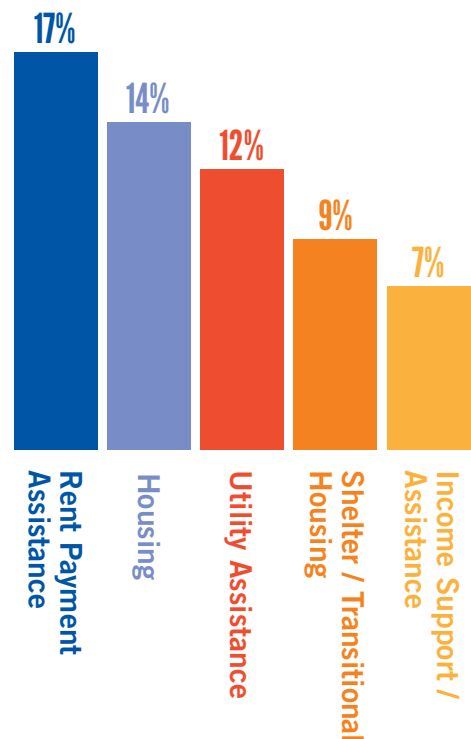
42,811



CLIENT NEEDS IN ARAPAHOE AND DENVER COUNTIES

Rent Payment Assistance	5,925	17%
Housing	5,087	14%
Utility Assistance	4,440	12%
Shelter/Transitional Housing	3,239	9%
Income Support/Assistance	2,626	7%
Information Services	2,120	6%
Food/Meals	2,099	6%
Child Care	1,880	5%
Individual, Family and Community Support*	1,834	5%
Legal, Consumer, and Public Safety	1,622	5%
Clothing/Personal/Household Needs	1,099	3%
Transportation	937	3%
Health Care	891	3%
Mental Health/Addictions	601	2%
Education	348	1%
Employment	312	1%
Medical Clinic	161	<1%
Dental Clinic	90	<1%
Disaster Services	83	<1%
Volunteer/Donations	83	<1%
Arts, Culture, and Recreation	63	<1%
Other Government/Economic Services	61	<1%

TOP 5 NEEDS



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