

## 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

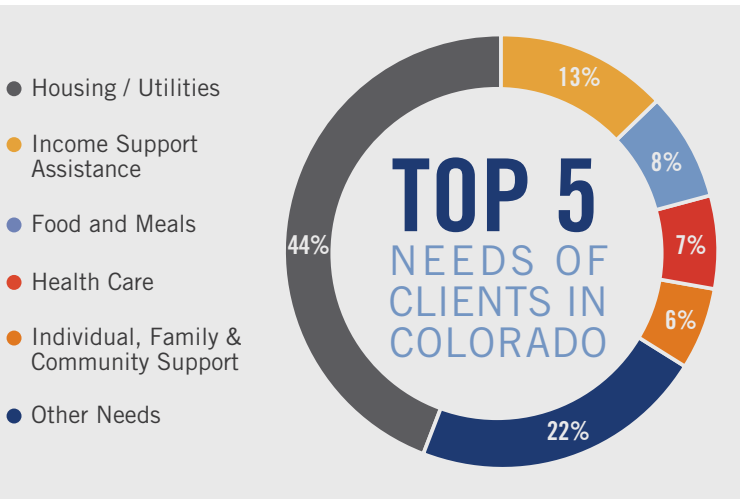


LIVE CHAT  
1,456

### SELF SERVICE STATS

Searched for Services Online

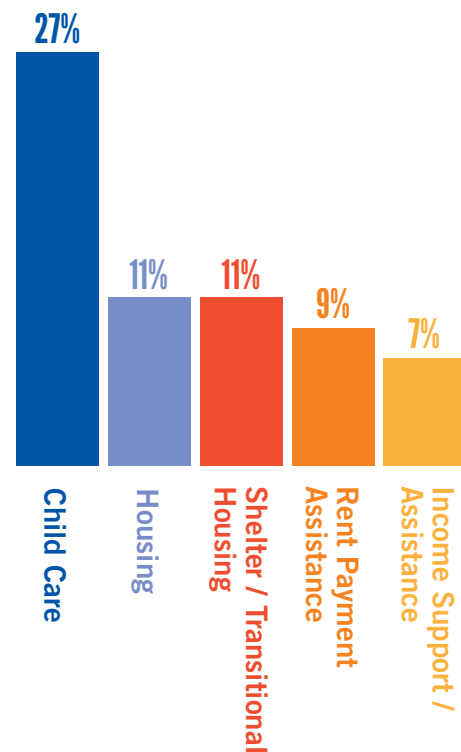
42,811



## CLIENT NEEDS IN BOULDER AND BROOMFIELD COUNTIES

Child Care	557	27%
Housing	222	11%
Shelter/Transitional Housing	221	11%
Rent Payment Assistance	190	9%
Income Support/Assistance	140	7%
Utility Assistance	137	7%
Food/Meals	79	4%
Individual, Family and Community Support*	74	4%
Legal, Consumer, and Public Safety	73	4%
Information Services	68	3%
Health Care	62	3%
Clothing/Personal/Household Needs	54	3%
Mental Health/Addictions	53	3%
Transportation	46	2%
Medical Clinic	33	2%
Dental Clinic	12	1%
Other Government/Economic Services	9	<1%
Education	8	<1%
Employment	8	<1%
Volunteer/Donations	8	<1%
Disaster Services	7	<1%
Arts, Culture, and Recreation	2	<1%

### TOP 5 NEEDS



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