

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

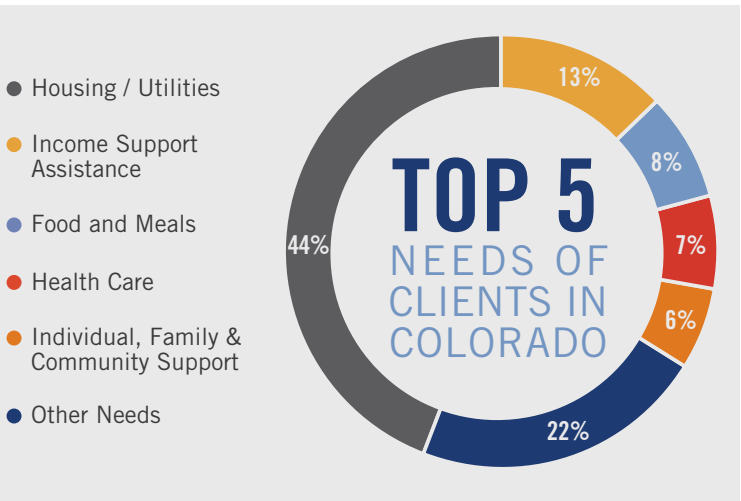


PHONE 130,810	TEXT 1,567	EMAIL 1,746	WALK IN 2,424	LIVE CHAT 1,456
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SELF SERVICE STATS

Searched for Services Online

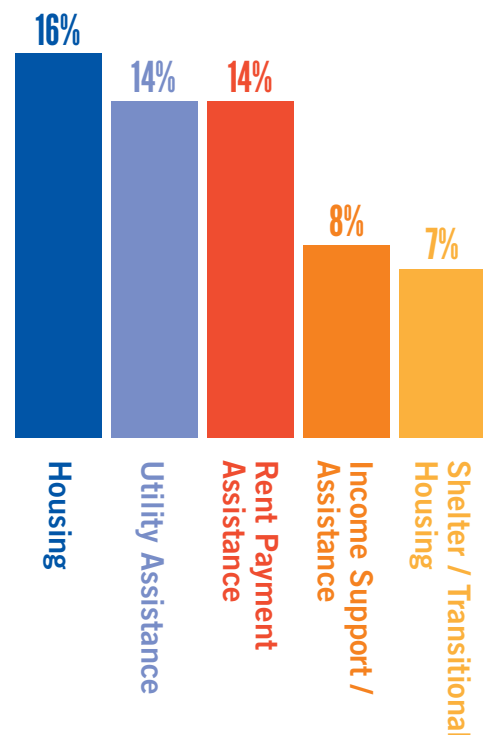
42,811



CLIENT NEEDS IN DOUGLAS AND TELLER COUNTIES

Housing	149	16%
Utility Assistance	128	14%
Rent Payment Assistance	127	14%
Income Support/Assistance	72	8%
Shelter/Transitional Housing	69	7%
Food/Meals	59	6%
Child Care	54	6%
Health Care	47	5%
Legal, Consumer, and Public Safety	38	4%
Individual, Family and Community Support*	37	4%
Transportation	33	4%
Information Services	31	3%
Mental Health/Addictions	31	3%
Clothing/Personal/Household Needs	20	2%
Employment	14	1%
Medical Clinic	8	1%
Volunteer/Donations	6	1%
Disaster Services	5	1%
Education	3	<1%
Other Government/Economic Services	2	<1%
Arts, Culture, and Recreation	1	<1%
Dental Clinic	1	<1%

TOP 5 NEEDS



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