

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

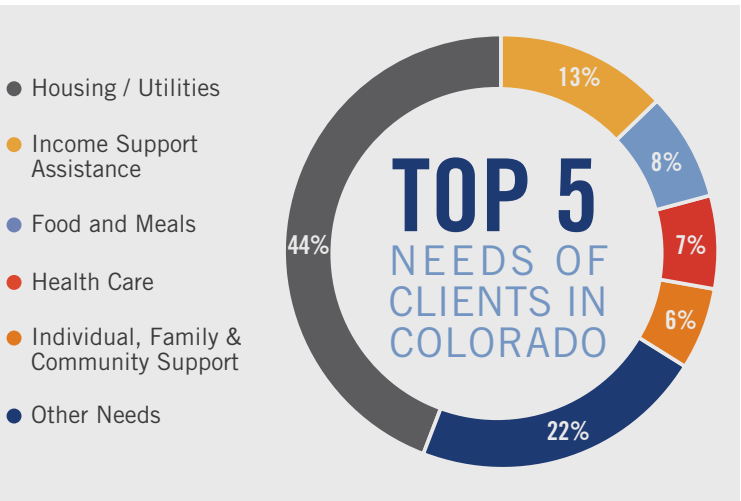


LIVE CHAT
1,456

SELF SERVICE STATS

Searched for Services Online

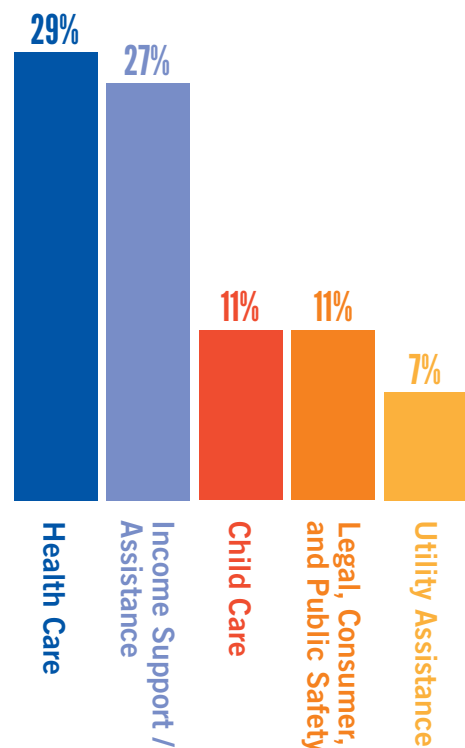
42,811



CLIENT NEEDS IN FREMONT, OTERO, AND PUEBLO COUNTIES

Health Care	1,767	29%
Income Support/Assistance	1,638	27%
Child Care	643	11%
Legal, Consumer, and Public Safety	634	11%
Utility Assistance	395	7%
Food/Meals	238	4%
Individual, Family and Community Support*	155	3%
Housing	129	2%
Dental Clinic	102	2%
Transportation	74	1%
Other Government/Economic Services	71	1%
Information Services	56	1%
Shelter/Transitional Housing	31	1%
Clothing/Personal/Household Needs	23	<1%
Rent Payment Assistance	22	<1%
Employment	16	<1%
Mental Health/Addictions	15	<1%
Volunteer/Donations	7	<1%
Medical Clinic	5	<1%
Education	4	<1%
Arts, Culture, and Recreation	1	<1%
Disaster Services	1	<1%

TOP 5 NEEDS



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