

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

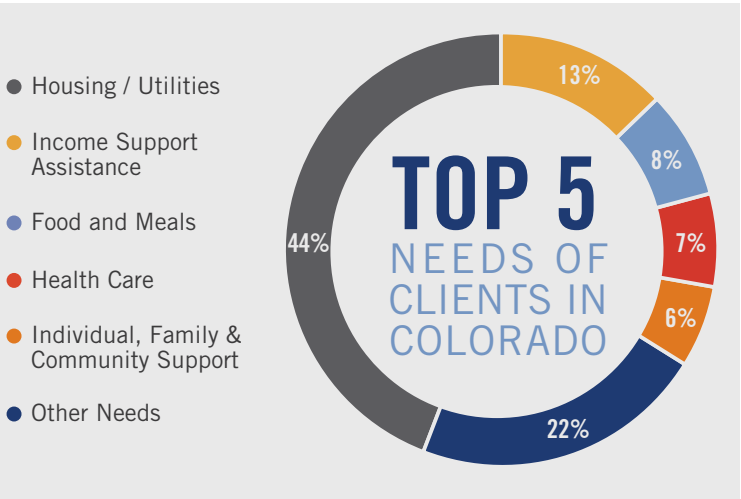


LIVE CHAT  
1,456

SELF SERVICE STATS

Searched for Services Online

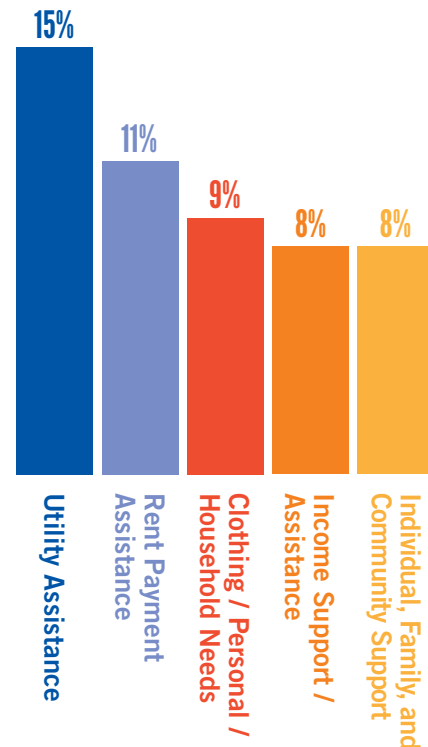
42,811



CLIENT NEEDS IN LARIMER AND WELD COUNTIES

Utility Assistance	2,046	15%
Rent Payment Assistance	1,482	11%
Clothing/Personal/Household Needs	1,211	9%
Income Support/Assistance	1,188	8%
Individual, Family and Community Support*	1,128	8%
Housing	990	7%
Legal, Consumer, and Public Safety	951	7%
Child Care	899	6%
Food/Meals	855	6%
Shelter/Transitional Housing	855	6%
Health Care	592	4%
Transportation	572	4%
Information Services	272	2%
Volunteer/Donations	272	2%
Mental Health/Addictions	231	2%
Employment	147	1%
Education	81	1%
Arts, Culture, and Recreation	55	<1%
Medical Clinic	53	<1%
Dental Clinic	48	<1%
Disaster Services	28	<1%
Other Government/Economic Services	25	<1%

TOP 5 NEEDS



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