

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

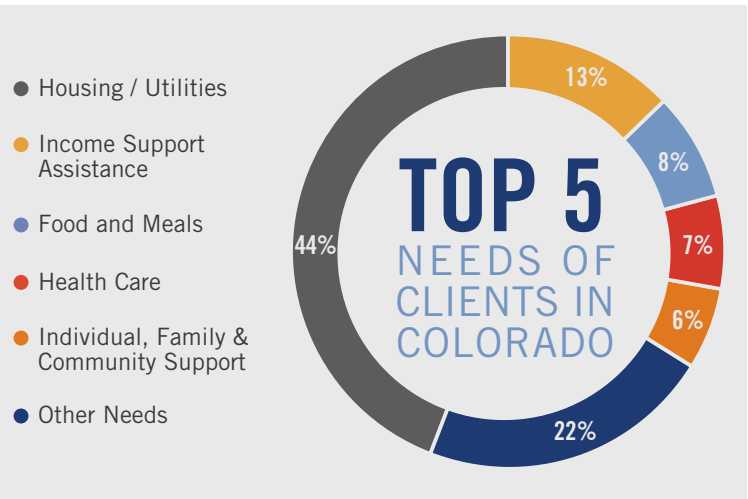


LIVE CHAT
1,456

SELF SERVICE STATS

Searched for Services Online

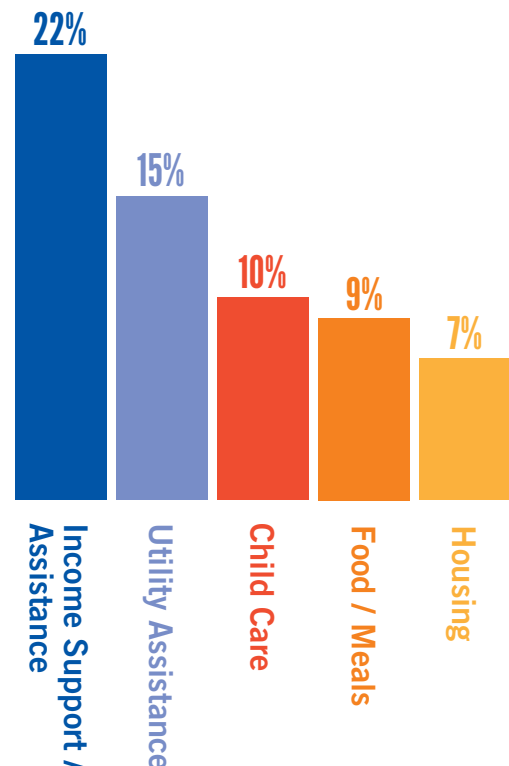
42,811



CLIENT NEEDS IN CHAFFEE, DELTA, EAGLE, GUNNISON, HINSDALE, LAKE AND PITKIN COUNTIES

Income Support/Assistance	88	22%
Utility Assistance	59	15%
Child Care	39	10%
Food/Meals	36	9%
Housing	26	7%
Health Care	24	6%
Mental Health/Addictions	23	6%
Legal, Consumer, and Public Safety	17	4%
Information Services	14	4%
Shelter/Transitional Housing	14	4%
Transportation	14	4%
Rent Payment Assistance	12	3%
Individual, Family and Community Support*	8	2%
Clothing/Personal/Household Needs	7	2%
Employment	3	1%
Arts, Culture, and Recreation	2	1%
Dental Clinic	2	1%
Education	2	1%
Other Government/Economic Services	2	1%
Medical Clinic	1	<1%
Volunteer/Donations	1	<1%

TOP 5 NEEDS



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