

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

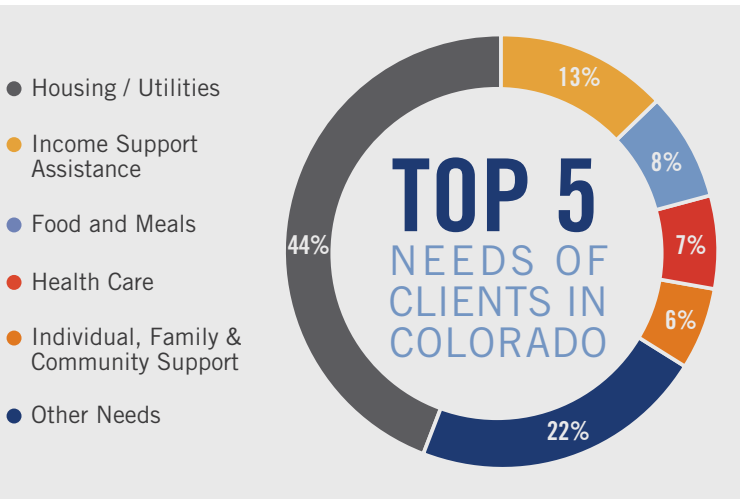


LIVE CHAT
1,456

SELF SERVICE STATS

Searched for Services Online

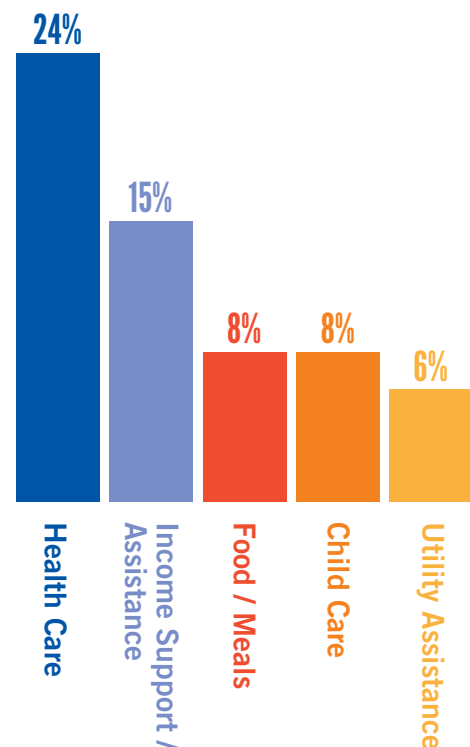
42,811



CLIENT NEEDS IN DELTA AND MESA COUNTIES

Health Care	1,491	24%
Income Support/Assistance	955	15%
Food/Meals	504	8%
Child Care	478	8%
Utility Assistance	401	6%
Legal, Consumer, and Public Safety	391	6%
Housing	385	6%
Transportation	311	5%
Individual, Family and Community Support*	298	5%
Information Services	180	3%
Employment	160	3%
Clothing/Personal/Household Needs	154	2%
Mental Health/Addictions	126	2%
Rent Payment Assistance	105	2%
Other Government/Economic Services	84	1%
Arts, Culture, and Recreation	62	1%
Shelter/Transitional Housing	57	1%
Medical Clinic	49	1%
Dental Clinic	27	<1%
Education	26	<1%
Volunteer/Donations	14	<1%
Disaster Services	9	<1%

TOP 5 NEEDS



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