

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

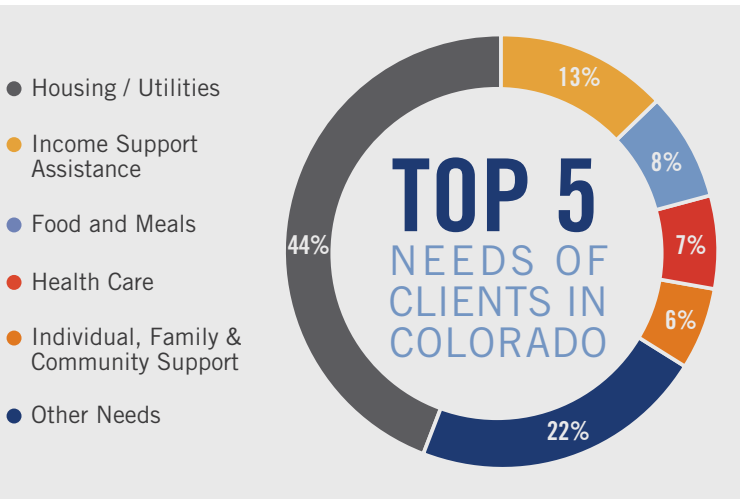


LIVE CHAT
1,456

SELF SERVICE STATS

Searched for Services Online

42,811



CLIENT NEEDS IN GARFIELD, MOFFAT, AND RIO BLANCO COUNTIES

Child Care	88	19%
Utility Assistance	76	17%
Income Support/Assistance	53	12%
Housing	37	8%
Health Care	36	8%
Rent Payment Assistance	27	6%
Food/Meals	23	5%
Information Services	18	4%
Shelter/Transitional Housing	18	4%
Transportation	17	4%
Legal, Consumer, and Public Safety	16	3%
Mental Health/Addictions	14	3%
Employment	10	2%
Individual, Family and Community Support*	9	2%
Clothing/Personal/Household Needs	7	2%
Disaster Services	4	1%
Arts, Culture, and Recreation	2	<1%
Dental Clinic	2	<1%
Education	1	<1%
Other Government/Economic Services	1	<1%

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

TOP 5 NEEDS

