

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

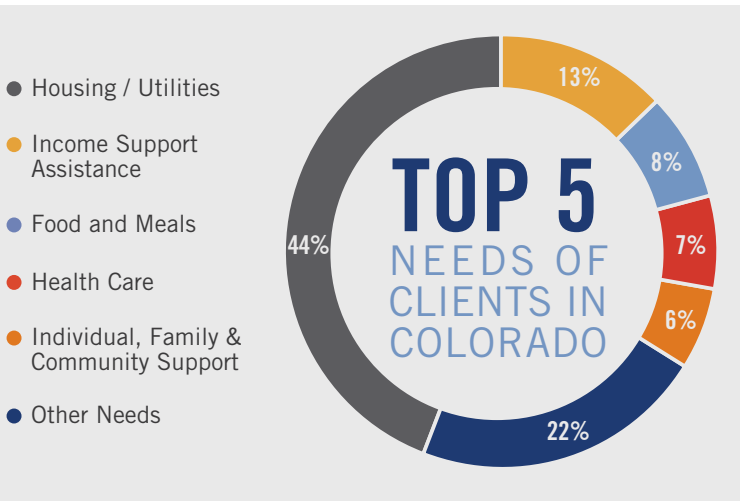


LIVE CHAT
1,456

SELF SERVICE STATS

Searched for Services Online

42,811



CLIENT NEEDS IN ARCHULETA, GUNNISON, HINSDALE, LA PLATA, OURAY AND SAN JUAN COUNTIES

Child Care	77	41%
Income Support/Assistance	26	14%
Utility Assistance	23	12%
Food/Meals	13	7%
Health Care	10	5%
Housing	8	4%
Information Services	7	4%
Rent Payment Assistance	5	3%
Shelter/Transitional Housing	5	3%
Individual, Family and Community Support*	4	2%
Legal, Consumer, and Public Safety	3	2%
Other Government/Economic Services	2	1%
Education	1	1%
Mental Health/Addictions	1	1%
Transportation	1	1%

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

TOP 5 NEEDS

