

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

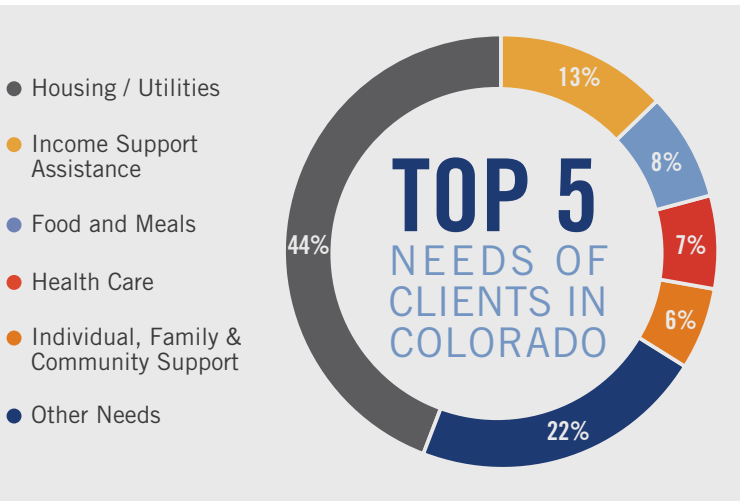


LIVE CHAT
1,456

SELF SERVICE STATS

Searched for Services Online

42,811



CLIENT NEEDS IN ARCHULETA, DOLORES, LA PLATA, MONTEZUMA, MONTROSE, OURAY, SAN JUAN, AND SAN MIGUEL COUNTIES

Income Support/Assistance	134	21%
Child Care	125	19%
Utility Assistance	119	18%
Housing	41	6%
Health Care	40	6%
Food/Meals	39	6%
Rent Payment Assistance	27	4%
Information Services	20	3%
Shelter/Transitional Housing	20	3%
Individual, Family and Community Support*	18	3%
Legal, Consumer, and Public Safety	18	3%
Mental Health/Addictions	9	1%
Employment	8	1%
Other Government/Economic Services	8	1%
Medical Clinic	6	1%
Transportation	5	1%
Arts, Culture, and Recreation	4	1%
Clothing/Personal/Household Needs	2	<1%
Disaster Services	1	<1%

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

TOP 5 NEEDS

