

## 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

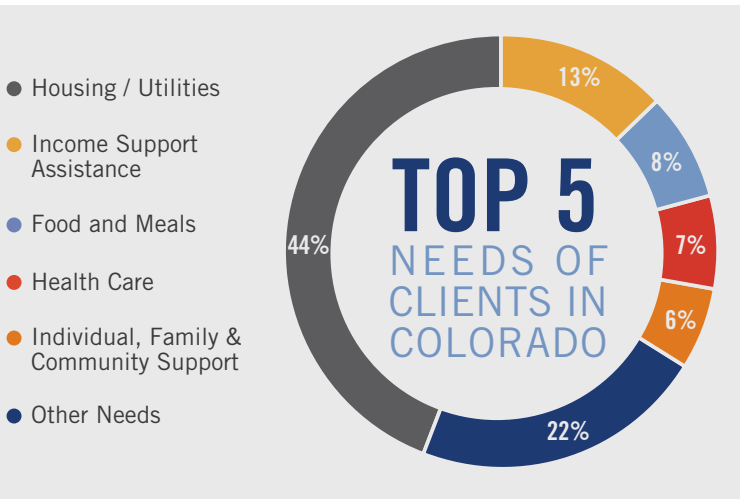


LIVE CHAT  
1,456

### SELF SERVICE STATS

Searched for Services Online

42,811



## CLIENT NEEDS IN ALAMOSA, CONEJOS, COSTILLA, HUERFANO, MINERAL, PUEBLO, RIO GRANDE, AND SAGUACHE COUNTIES

Health Care	1,748	29%
Income Support/Assistance	1,624	27%
Legal, Consumer, and Public Safety	626	10%
Child Care	618	10%
Utility Assistance	384	6%
Food/Meals	245	4%
Individual, Family and Community Support*	157	3%
Housing	145	2%
Dental Clinic	100	2%
Transportation	82	1%
Other Government/Economic Services	70	1%
Information Services	58	1%
Shelter/Transitional Housing	37	1%
Rent Payment Assistance	31	1%
Clothing/Personal/Household Needs	27	<1%
Employment	18	<1%
Mental Health/Addictions	13	<1%
Volunteer/Donations	7	<1%
Medical Clinic	5	<1%
Education	4	<1%
Disaster Services	1	<1%

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

## TOP 5 NEEDS

