

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

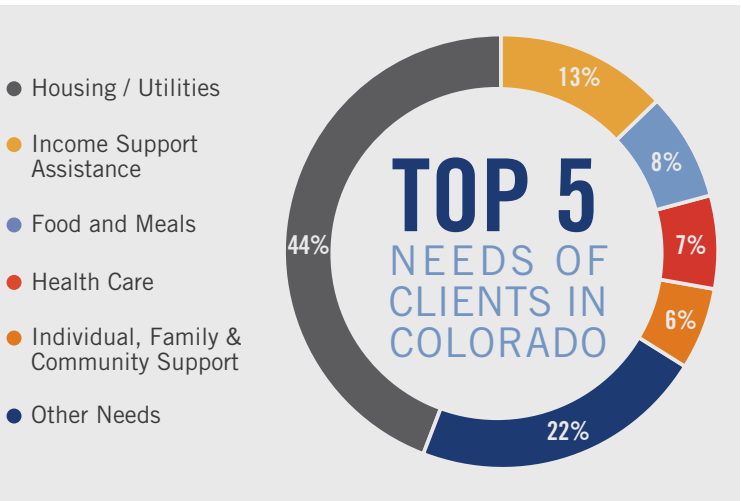


LIVE CHAT
1,456

SELF SERVICE STATS

Searched for Services Online

42,811



CLIENT NEEDS IN BACA, BENT, CROWLEY, ELBERT, KIOWA, LAS ANIMAS, LINCOLN, PROWERS, AND WASHINGTON COUNTIES

Legal, Consumer, and Public Safety	31	20%
Income Support/Assistance	30	19%
Utility Assistance	24	15%
Housing	11	7%
Child Care	8	5%
Information Services	8	5%
Rent Payment Assistance	8	5%
Food/Meals	6	4%
Transportation	6	4%
Health Care	5	3%
Shelter/Transitional Housing	5	3%
Individual, Family and Community Support*	4	3%
Clothing/Personal/Household Needs	3	2%
Dental Clinic	3	2%
Arts, Culture, and Recreation	1	1%
Medical Clinic	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

