

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

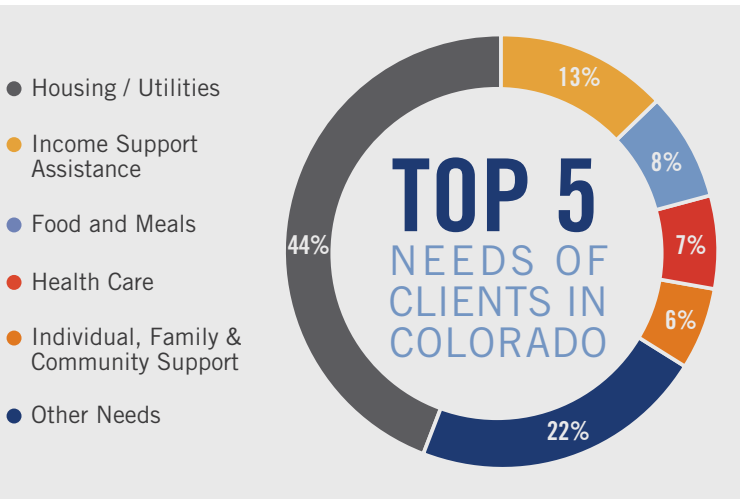


LIVE CHAT
1,456

SELF SERVICE STATS

Searched for Services Online

42,811



CLIENT NEEDS IN CHEYENNE, KIT CARSON, LOGAN, MORGAN, PHILLIPS, SEDGWICK, AND YUMA COUNTIES

Income Support/Assistance	89	22%
Utility Assistance	75	19%
Child Care	34	9%
Food/Meals	27	7%
Legal, Consumer, and Public Safety	27	7%
Individual, Family and Community Support*	25	6%
Shelter/Transitional Housing	25	6%
Information Services	23	6%
Rent Payment Assistance	23	6%
Housing	16	4%
Mental Health/Addictions	10	3%
Health Care	9	2%
Employment	4	1%
Other Government/Economic Services	3	1%
Transportation	3	1%
Education	2	1%
Volunteer/Donations	2	1%
Arts, Culture, and Recreation	1	<1%
Dental Clinic	1	<1%
Disaster Services	1	<1%

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

TOP 5 NEEDS

