



SUPPORTING METRO DENVER WITH ACCESS TO VITAL RESOURCES

Mile High United Way's
2-1-1 Help Center Report

April - June 2018



MILE HIGH UNITED WAY'S 2-1-1 HELP CENTER

Dial three simple numbers – 2-1-1 – and reach Mile High United Way's 2-1-1 Help Center to both give and get help in your community. Mile High United Way's 2-1-1 is a free, confidential, multi-lingual service that helps callers navigate through their situation by assessing their needs and then matching them with the best and closest resources in their community. 2-1-1 has the largest, most up-to-date database of resources in the Rocky Mountain region for health and human services.

Covering a total of 17 counties – eleven in the Metro Denver area and six counties in Northwest Colorado, we serve 64 percent of the state's population, with help available Monday through Friday, 8 a.m. – 5 p.m. Dial 2-1-1, live chat from unitedwaydenver.org/2-1-1, or text your zip code to 898-211 to speak with a trained specialist. You can also access Mile High United Way's online 2-1-1 database at unitedwaydenver.org/2-1-1.

17,948 QUARTERLY CONTACTS



PHONE
16,597



TEXT
232



EMAIL
479



WALK IN
95

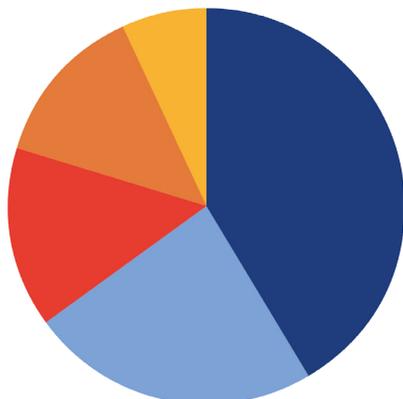


LIVE CHAT
578

Self Service Stats

Searched for Services Online	3,958*
Searched for Emergency Shelter Online	1,629
2-1-1 Colorado Mobile App Searches	1,876

* Does not include two weeks of search results, due to lack of data collection during MHUW site redesign.



COUNTY CALLS

Mile High United Way's 2-1-1 Help Center provides services to counties across Colorado. **These counties contacted us most often over the past quarter:**

37% Denver
21% Arapahoe

13% Adams
12% Jefferson

6% Larimer

COMMUNITY TRENDS

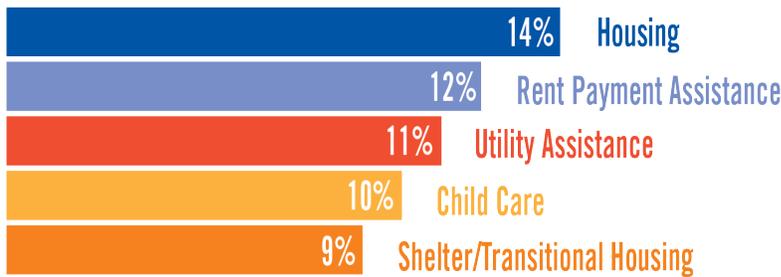
+ Households Continue to Struggle Finding Basic Needs

Requests for help with general household support, like rent payment assistance, electricity payment assistance, shelters and motel vouchers, and food pantries, continue to dominate the requests we receive from our clients. During the last quarter seven of our top ten presenting needs, more than one-third of our total calls for the quarter, focused on these kinds of household support.

Our leading category, excluding those for household and food support, was calls for help finding free tax sites. In just the first two weeks of the quarter we received 691 contacts from clients looking for help with their taxes, or 3.6% of our total calls.

Unsurprisingly, given the need within our community for help meeting basic household needs, the same resources that our clients seek are also the ones that are the hardest to find. A lack of funds from community partners or limited geographic areas of service can make it difficult for our clients to find the housing, utility, or food support their families need. For this reason our list of unmet needs (defined as call subject categories where appropriate resources cannot be found) very closely matches our top presenting needs. For example, rent payment assistance tops both of our lists, with rental deposit assistance, motel vouchers, food pantries, and electric service assistance making up our top 5 unmet categories.

TOP FIVE NEEDS



All Client Needs

Housing	14%
Rent Payment Assistance	12%
Utility Assistance	11%
Child Care	10%
Shelter/Transitional Housing	9%
Income Support/Assistance	7%
Food/Meals	6%
Legal, Consumer, and Public Safety	5%
Individual, Family, and Community Support	3%
Clothing/Personal/Household Needs	3%
Health Care	3%
Transportation	3%
Mental Health/Addictions	2%
Employment	1%
Medical Clinic	1%
Volunteer/Donations	<1%
Arts, Culture, and Recreation	<1%
Education	<1%
Other Government/Economic Services	<1%
Dental Clinic	<1%
Disaster Services	<1%
Other Information Services	8%

FOLLOW-UP RESULTS

- 85% Of callers followed up on the referrals.
- 31% Of callers who followed up on referrals received the help they needed.
- 6% Of callers had scheduled future appointments.
- 20% Of callers did not receive the help they needed due to the referred agencies' lack of funds.

- 17% Of callers were awaiting callback from referred agency.
- 26% Who followed up on referrals did not receive help due to other reasons.
- 99% Of the callers would recommend 2-1-1 to a family and friends.

2-1-1 NEWS

+ Mile High United Way Gets A New Website

At Mile High United Way we continue to get compliments about our building and community spaces, even after years of being here. In the second quarter of 2018 we have taken that same philosophy of the open, engaging, bright space we inhabit to the internet, with a redesign of our website. Focusing on captivating video and stories that highlight our work in the community our new website allows us to better illustrate the complex issues we are facing in Metro Denver, and how together, as a community United, we can change the odds for the children, individuals, and families who need it most.

See our new digital home at:

<https://unitedwaydenver.org/>

+ 2-1-1 Helps Support Students For The Upcoming School Year

Every year, Mile High United Way hosts its annual Supplies for Success, a back-to-school event providing students with supplies to start the year strong, prepared to learn and do their best. In collaboration with our own Resource Development Department, 2-1-1 continues to support with registration of over 150 students by gathering information of attendees when parents call inquiring about back to school events.



TEAM EEI PARTNERS WITH 2-1-1

When most people think of 2-1-1 they think of our community navigators and the resources we can provide over the phone, text, email, and web chat, but did you know that 2-1-1 also provides job training?

Since 2011, 2-1-1 has partnered with Team EEI to provide job training and mentorships to vision-impaired individuals within a call center environment. Interns work with Team EEI Trainer Audrey Marquez for sixteen weeks, learning how to use telephone systems, navigate our resource database, and learn how to use the specialized software that allow individuals without sight to navigate a computer, such as the Job Access with Speech (JAWS) screen reading tool or ZoomText, which is a screen magnification program. Often interns eventually learn to support 2-1-1 once they have developed their skills enough to engage with clients. Following the completion of their training, Team EEI Interns are prepared to enter the workforce and start new phases in their lives.

We are proud of our ongoing partnership with Team EEI and have been fortunate to have so many talented people intern in our office. One of our permanent staff, Willie Clinton, joined us following his completion of the program over six years ago.

CHILD CARE REFERRALS AVAILABLE THROUGHOUT COLORADO

In a partnership with the Colorado Office of Early Childhood, Division of Early Care and Learning, 2-1-1 operates the Colorado Shines Child Care Referral line, helping families throughout our state identify and select quality care for their children. Whether a family has a new infant needing care, has changing circumstances that make finding care important to their success, or just want additional information about services in their area, the Colorado Shines Child Care Referral line can help with individualize searches that meet a family's specific needs.

In the last program year, completed in June 2018, we provided 4,710 referrals to licensed child care centers and received an additional 1,928 calls from families and centers needing additional information.

If you or someone you know needs help finding child care you can reach us by dialing 2-1-1 or 1-877-338-CARE (2273). We are here to help you find and select quality care for your family!

SUPPORT 2-1-1

Please donate to help our 2-1-1 Help Center continue working in the community. **Visit unitedwaydenver.org/donate to make a gift.**

‡Standard message and data rates may apply. Text STOP to opt-out. For end user privacy and terms and conditions of texting with 898-211, go to preventionpaystext.com/policies

2-1-1 STAFF SPOTLIGHT



Han Leetang, a 2-1-1 Community Resource Navigator, has been with Mile High United Way since August of 2011. Previously, Han worked at First Data Corporation serving Electronic Federal Tax Payment Systems (EFTPS) by making payments to the I.R.S. for customers. He is exploring returning to college for a different degree.

At MHUW, Han works with a team of navigators to provide accurate and up-to-date referrals to numerous clients who call each day.

Han loves to work with the talented and diverse people which make up Mile High United Way!

Dial 2-1-1, Text 898-211‡, search our database or chat with us at unitedwaydenver.org/211