



# SUPPORTING METRO DENVER WITH ACCESS TO VITAL RESOURCES

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

July - September 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](http://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](http://unitedwaydenver.org/2-1-1).

**21,048** QUARTERLY CONTACTS



PHONE  
**19,307**



TEXT  
**161**



EMAIL/  
LETTERS  
**556**



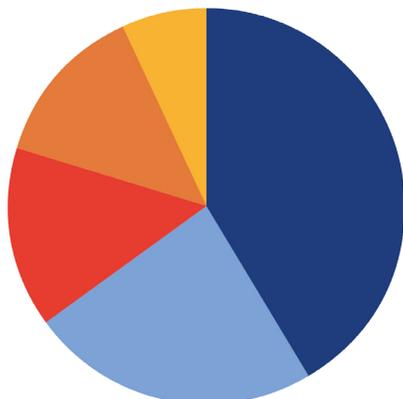
WALK IN  
**61**



LIVE CHAT  
**963**

## Self Service Stats

Searched for Services Online	5,829
Searched for Emergency Shelter Online	1,295
2-1-1 Colorado Mobile App Searches	1,435



## 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:**

**36% Denver**  
**22% Arapahoe**

**14% Adams**  
**12% Jefferson**

**5% Larimer**

## COMMUNITY TRENDS

### + Child Care Becomes A Top Community Need Going Into Fall

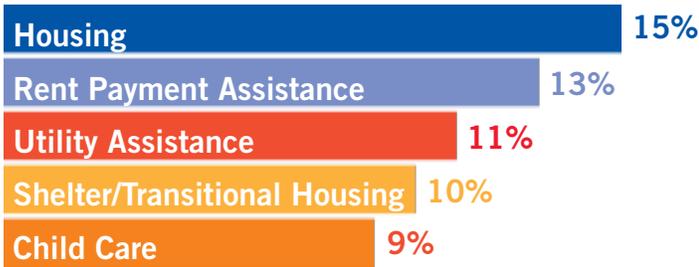
From quarter to quarter help with general household support has continued to dominate our top community needs. Programs for rent payment assistance, electricity payment assistance, shelters, and food pantries, continue to be the most sought after by our clients, but with the start of the new school year, we have seen a surge in calls for child care referrals.

In the 3rd quarter of 2018, Colorado Shines Child Care Referrals at Mile High United Way's 2-1-1 received 1,774 calls for referrals and information about quality, licensed child care as families prepared for the start of the new school year. This quarter's calls represented 35% of our total child care calls for the calendar year (to date).

### + Rental Assistance and Homelessness Categories Top Unmet Community Needs

The housing crisis facing the front range continues to overshadow all other unmet needs in our community. Rent Payment Assistance and Rental Deposit Assistance topped our unmet needs categories in the 3rd quarter, with Homeless Motel Vouchers, Electric Service Payment Assistance, and Gas Money coming in beneath housing as our most requested, but unavailable resource.

# TOP FIVE NEEDS



## All Client Needs

Housing	15%
Rent Payment Assistance	13%
Utility Assistance	11%
Shelter/Transitional Housing	10%
Child Care	9%
Food/Meals	6%
Income Support/Assistance	5%
Transportation	4%
Legal, Consumer, and Public Safety	4%
Clothing/Personal/Household Needs	3%
Individual, Family, and Community Support	3%
Health Care	3%
Mental Health/Addictions	2%
Education	2%
Employment	1%
Medical Clinic	1%
Volunteer/Donations	<1%
Dental Clinic	<1%
Other Government/Economic Services	<1%
Arts, Culture, and Recreation	<1%
Disaster Services	<1%
Other Information Services	8%

# FOLLOW-UP RESULTS

- 86% Of callers followed up on the referrals.
- 37% Of callers who followed up on referrals received the help they needed.
- 7% Of callers had scheduled future appointments.
- 19% Of callers did not receive the help they needed due to the referred agencies' lack of funds.

- 12% Of callers were awaiting callback from referred agency.
- 25% Who followed up on referrals did not receive help due to other reasons.
- 96% Of the callers would recommend 2-1-1 to a family and friends.

# 2-1-1 NEWS

## + Mile High United Way Hosts Colorado Attorney General Coffman And Her Staff

It is always an honor for us to talk about our work in the community. On August 27th we hosted Attorney General Cynthia Coffman and several of her colleagues from her office. They toured 2-1-1 and sat with staff to listen to calls and hear first hand of the needs of our community and the reasons people reach out to us. Attorney General Coffman and her staff praised our community navigators for their empathy, knowledge, and dedication to serving the community.

## + 2-1-1 Supports Families In Crisis

In July, a fire swept through the Westbury Apartment complex in Westminster, killing two and making 69 units unlivable. When the Red Cross pulled together community groups to help newly homeless families affected, 2-1-1 and a number of other organizations were there to serve the families affected by the fire.

Working with families temporarily housed by the Red Cross, 2-1-1 navigators provided referrals to resources that these newly homeless families needed, including programs to help families replace lost birth certification and identification, motel vouchers and emergency housing programs, and clothing and household items, as well as food pantries and other resources.

# LYFT PILOT PROGRAM PROVIDES TRANSPORTATION TO METRO AREA

In collaboration with United Way Worldwide, Mile High United Way entered into a partnership with Lyft to provide a limited number of rides to individuals and families throughout the metro Denver area.

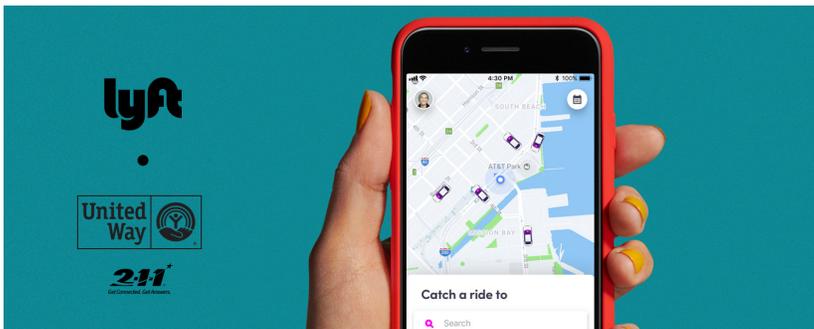
This pilot program focused specifically on serving individuals who needed to get to medical or employment appointments and veterans who were seeking benefits related to their service. Additionally, based on our current needs data, MHUW's 2-1-1 was also able to also serve families who needed help getting to appointments related to food insecurity, such as rides to SNAP application appointments or trips to food pantries.

In the 3rd quarter of the pilot, which represented the majority of our work in the partnership, MHUW's 2-1-1 dispatched 191 rides, representing \$3,281.98 in donated transportation services during that quarter. This represented 90.5% of the total rides provided by our team during the pilot program, making the 3rd quarter our busiest during this new program.

One story highlighted the impact that something as simple as a ride can have for an individual:

A case worker called to see if we could help her client get a ride to a job interview. The client's car was broken down and she was hoping getting a new job would help her maintain her self-sufficiency and repair her vehicle. Thanks to our partnership with Lyft we were able to get the client to her interview. She was so happy and grateful she called us after her interview to let us know that she got the job!

We are exploring ways to make pilot into an ongoing program, but we have been grateful to have been able to provide the public with this unique and much needed offering with Lyft's generous, community-focused support.



## SUPPORT 2-1-1

Please donate to help our 2-1-1 Help Center continue working in the community. **Visit [unitedwaydenver.org/donate](https://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](https://preventionpaystext.com/policies)

## 2-1-1 STAFF SPOTLIGHT



Carmen Lopez has been with United Way for 2 years as a 2-1-1 Resource Navigator. Serving as a first point of contact for people in need of community resources has motivated her into continuing with her job and enhancing her skills and knowledge. She has taken on a new role as a Community Navigator Specialist providing support with Supplemental Nutrition Assistance Program applications over the phone.

“Helping individuals connect with resources and hearing that you are making a change in these people’s lives has been very rewarding. That is why I am passionate about my job and we continue to strive for improvement.”

## HOW ACCURATE ARE 2-1-1 RESOURCES?

**We often refer to our resource database as a “living database,” but what does that term actually mean?**

In a nutshell, our Resource Team strives to make sure that our database has only current resources. For many of our resources we work with agencies on a monthly or even daily basis to maintain information on their programming, so that we don't send a client to a resource that cannot help them. For example, our Resource Team calls local shelters on a daily basis, so our agents have accurate, daily counts for available space for the day. Of the 3800 services we maintain, an average of 500 are edited every month to ensure correct and up-to-date information.

Resources can also be temporarily “turned off,” something we frequently do when an agency runs out of funding for a month. Again, this is done to ensure that we send clients only to resources that may be able to help them.

Dial 2-1-1, Text 898-211‡, search our database or chat with us at [unitedwaydenver.org/211](https://unitedwaydenver.org/211)