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.

COMMUNITY TRENDS

Households Continue to Struggle Finding Basic Needs

Requests for help with general household support, like housing, shelter, food pantries, rent and utility assistance, and other financial needs, continue to dominate the requests we receive from our clients. Over the past year, seven of our top ten presenting needs - more than 70% of our total calls - focused on these kinds of household support.

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, gas money, and electric service assistance making up our top 5 unmet categories.

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 year:

- 37% Denver
- 22% Arapahoe
- 13% Adams
- 12% Jefferson
- 6% Larimer

Self Service Stats

- Searched for Services Online: 21,332
- Searched for Emergency Shelter Online: 5,931
- 2-1-1 Colorado Mobile App Searches: 6,156

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
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<tbody>
<tr>
<td>PHONE</td>
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<td>LIVE CHAT</td>
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</tbody>
</table>

ANNUAL CONTACTS

77,737
TOP FIVE NEEDS

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing</td>
<td>13%</td>
</tr>
<tr>
<td>Rent Assistance</td>
<td>13%</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>12%</td>
</tr>
<tr>
<td>Shelter/Transitional Housing</td>
<td>9%</td>
</tr>
<tr>
<td>Income Support/Assistance</td>
<td>9%</td>
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</tbody>
</table>

All Client Needs

- Housing: 13%
- Rent Payment Assistance: 13%
- Utility Assistance: 12%
- Shelter/Transitional Housing: 9%
- Income Support/Assistance: 9%
- Child Care: 8%
- Food/Meals: 6%
- Individual, Family and Community Support: 5%
- Legal, Consumer, and Public Safety: 4%
- Transportation: 3%
- Clothing/Personal/Household Needs: 3%
- Health Care: 3%
- Mental Health/Addictions: 2%
- Employment: 1%
- Education: 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: 7%

FOLLOW-UP RESULTS

- 83% Of callers followed up on the referrals.
- 42% Of callers who followed up on referrals received the help they needed.
- 11% Of callers had scheduled future appointments.
- 15% Of callers did not receive the help they needed due to the referred agencies’ lack of funds.
- 9% Of callers were awaiting callback from referred agency.
- 28% 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

+ Lyft Pilot Program Comes To An End

Mile High United Way was one of a handful of United Ways to participate in a pilot program with Lyft, providing transportation to veterans and families needing help getting to medical appointments, veteran benefit appointments, employment services, and providing transportation to food resources.

During this limited pilot, 2-1-1 dispatched 310 rides. Of those 310 rides, 61% were for medical purposes, 28% were for riders seeking employment, 7% were to help veterans seeking benefits, and another 3% were for families seeking food benefits. Rides had an estimated value of over $5,000 with an average of $16.90 per ride.

Mile High United Way is thankful for the opportunity to work with Lyft to meet this much needed resource!
PREGNANCY-RELATED DEPRESSION PARTNERSHIP

Mile High United Way fights every day for the education, health, and financial stability for everyone in Metro Denver. As part of this mission, we are pleased to partner with Colorado Department of Public Health and Environment’s Maternal Wellness & Early Childhood Section to improve access to pregnancy-related depression resources.

1 in 7 women experience pregnancy-related depression. While common, we know it can be hard to reach out for support, especially as a new mom. As this initiative develops we hope to reduce barriers, reassure families they are not alone, and provide specialized resources and support.

NOW PROCESSING SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) APPLICATIONS

Food insecurity continues to be a significant issue in our communities. To meet this most basic of human needs, 2-1-1 helps connect individuals to food pantries, meal sites, after school and summer meal programs, WIC and SNAP benefits and more. In addition, 2-1-1 now processes pre-applications for SNAP through a partnership with Hunger Free Colorado.

For those who may not know much about SNAP or are not sure they are eligible, we’re here to answer those questions and streamline access to this vital service. Our SNAP specialists help screen for potential eligibility, complete the application over the phone, inform clients about the application and re-certification process, update information for existing SNAP recipients, and prepare individuals for the interview process. If other needs arise during the course of the conversation, our staff will gladly help connect them to appropriate community resources as well. Reach out to 2-1-1 today to find out more.

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

2-1-1 staff are an incredible team of compassionate, resourceful, and patient individuals.

We know that many who reach out to 2-1-1 may be experiencing the worst day of their lives. They may be dealing with incredible stress, blindsided by a terrible event, or unsafe situations. Our goal is to walk that individual through that situation, listening, problem-solving, sharing options, and sometimes engaging crisis resources or first responders to ensure someone’s safety.

In these day-to-day interactions it can be difficult for our staff to not experience secondary traumatic stress. We care deeply for the community. To ensure that we are healthy and ready for the next person who needs us, we continue to work on self-care strategies. Whether it’s taking a walk with a colleague, sharing a note of encouragement, or interacting with a litter of puppies, we know that our well-being is personally crucial and essential to the community we serve.

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