



# SUPPORTING METRO DENVER WITH ACCESS TO VITAL RESOURCES

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

October - December 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).

**20,861** QUARTERLY CONTACTS



PHONE  
**18,834**



TEXT  
**189**



EMAIL  
**695**



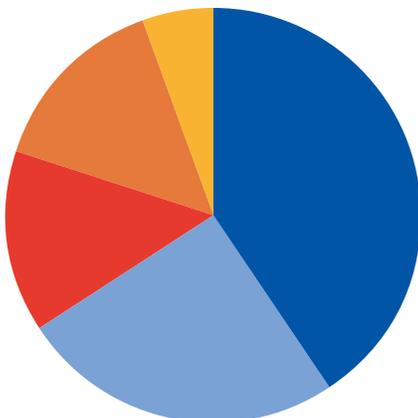
WALK IN  
**120**



LIVE CHAT  
**1,023**

## Self Service Stats

Searched for Services Online	6,393
Searched for Emergency Shelter Online	1,001
2-1-1 Colorado Mobile App Searches	1,800



## 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**  
**23% Arapahoe**

**13% Adams**  
**13% Jefferson**

**5% Larimer**

## COMMUNITY TRENDS

### + 2-1-1 Provides Help During The Holidays

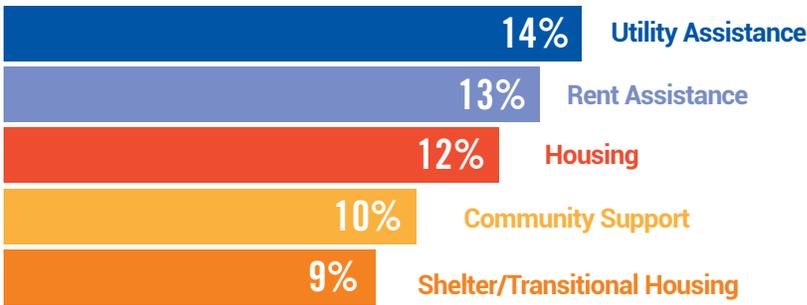
The holidays sometimes have a way of amplifying a family's circumstances. That can be especially true when a family is facing difficult financial times. As in previous years, 2-1-1 has been grateful to our partners in the community providing holiday meal baskets and gifts to those in the community who are struggling.

During the 2018 holiday season 2-1-1 provided referrals for 781 families to programs supporting them with holiday gifts and toys, 301 families receiving referrals to Christmas Baskets and Christmas Meals, and another 304 referrals to Thanksgiving Baskets, totaling 7.5% of our total calls during the quarter. These calls are in addition to our usual requests for help with food pantries, rent payment assistance, homeless motel vouchers, and other issues that surround day-to-day individual and family needs.

### + Families Need More Than Just A Roof Over Their Heads

In addition to the 3,737 calls we received in the 4th quarter for rent payment assistance, rental deposit assistance, and low-income rental housing, we also provided 2,659 referrals for utility assistance, helping families find help paying for electric, gas, and water service payment assistance, over 14% of our referrals during the time period.

# TOP FIVE NEEDS



## All Client Needs

Utility Assistance	14%
Rent Payment Assistance	13%
Housing	12%
Individual, Family & Community Support	10%
Shelter/Transitional Housing	9%
Food/Meals	7%
Child Care	6%
Income Support/Assistance	5%
Transportation	4%
Legal, Consumer, and Public Safety	4%
Clothing/Personal/Household Needs	4%
Health Care	3%
Mental Health/Addictions	2%
Medical Clinic	1%
Employment	1%
Volunteer/Donations	<1%
Other Government/Economic Services	<1%
Education	<1%
Dental Clinic	<1%
Arts, Culture, and Recreation	<1%
Disaster Services	<1%
Other Information Services	5%

# FOLLOW-UP RESULTS

- 82% Of callers followed up on the referrals.
- 46% Of callers who followed up on referrals received the help they needed.
- 12% Of callers had scheduled future appointments.
- 12% Of callers did not receive the help they needed due to the referred agencies' lack of funds.

- 6% Of callers were awaiting callback from referred agency.
- 15% Who followed up on referrals did not receive help due to other reasons.
- 92% Of the callers would recommend 2-1-1 to a family and friends.

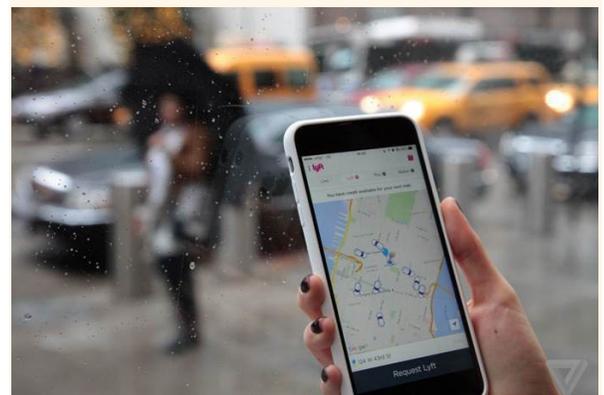
# 2-1-1 NEWS

## + 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](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



Lori joined the 2-1-1 team in 2013, starting as a member of the 2-1-1 Community Navigator team, but then quickly moving to the Colorado Shines Child Care Referral program as it expanded. As a member of the Child Care team for several years, Lori has helped hundreds of families find reliable, licensed child care throughout Colorado.

Lori recently expanded the kinds of calls she receives. Now taking 2-1-1 and external contract calls, she advocates for the needs of her callers relating to rent, food, shelter, and health care. She continues to handle her calls with an approachable understanding that puts callers at ease and allows her calls to sound like chats between friends.

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