



# SUPPORTING METRO DENVER WITH ACCESS TO VITAL RESOURCES

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

January - March 2019



# 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 25 counties in partnership with Foothills United Way, United Way of Larimer County, and United Way of Weld County, we serve the Metro Denver area as well as Northern Colorado - approximately 71 percent of the state's population.

Help is 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).

**24,493** QUARTERLY CONTACTS



PHONE  
22,117



TEXT  
321



EMAIL  
564



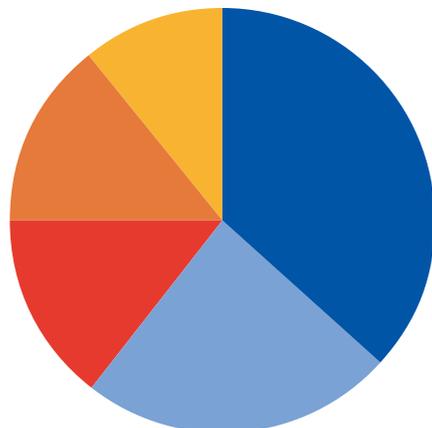
WALK IN  
81



LIVE CHAT  
1,075

## Self Service Stats

Searched for Services Online	15,709
Searched for Emergency Shelter Online	1,288



## 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:**

31% Denver  
20% Arapahoe

12% Adams  
12% Jefferson

9% Weld

## COMMUNITY TRENDS

### + Tax Assistance

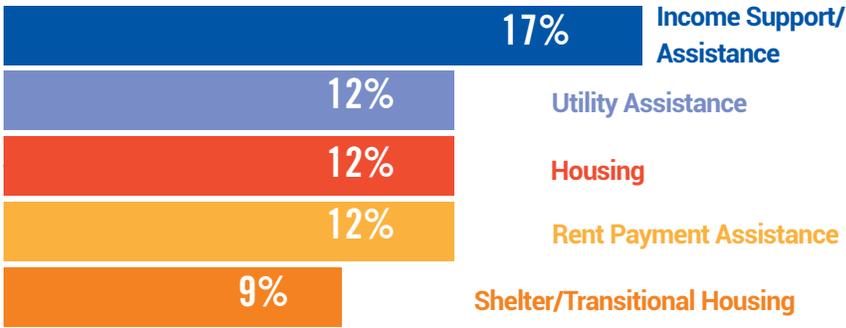
As each new year begins, the community relies on 2-1-1 to help meet their tax-related needs. In partnership with the Piton Foundation since 2005, 2-1-1 helps connect thousands of people to information and referrals related to taxes.

Similar to previous years, the majority of people calling for tax services are either repeat callers from previous years or hear that 2-1-1 can help by word of mouth. We are thrilled to have continued our partnership another year and provide the support our community depends on.

This past quarter we responded to over 2,200 tax related needs and maintained information on over 90 free tax preparation locations. In addition to helping the community locate free tax preparation sites, we answered basic tax questions regarding available tax credits, rent rebates, and required documentation.

These requests created the vast majority of referrals captured under the need titled "Income Support/Assistance" in our Top Five Needs (next page). For some in the community a tax refund provides much needed funds to meet basic needs such as housing payments, utility or medical bills, or home repairs. This assistance can stabilize an individual or family from falling further behind.

# TOP FIVE NEEDS



## All Client Needs

Income Support/Assistance	17%
Utility Assistance	12%
Housing	12%
Rent Payment Assistance	12%
Shelter/Transitional Housing	9%
Child Care	7%
Food/Meals	6%
Legal, Consumer, and Public Safety	5%
Clothing/Personal/Household Needs	4%
Health Care	3%
Transportation	3%
Individual, Family and Community Support	3%
Mental Health/Addictions	2%
Employment	1%
Medical Clinic	<1%
Other Government/Economic Services	<1%
Volunteer/Donations	<1%
Education	<1%
Arts, Culture, and Recreation	<1%
Dental Clinic	<1%
Disaster Services	<1%
Other Information Services	4%

# FOLLOW-UP RESULTS

- 88% Of callers followed up on the referrals.
- 54% Of callers who followed up on referrals received the help they needed.
- 11% Of callers had scheduled future appointments.
- 9% Of callers did not receive the help they needed due to the referred agencies' lack of funds.

- 11% 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

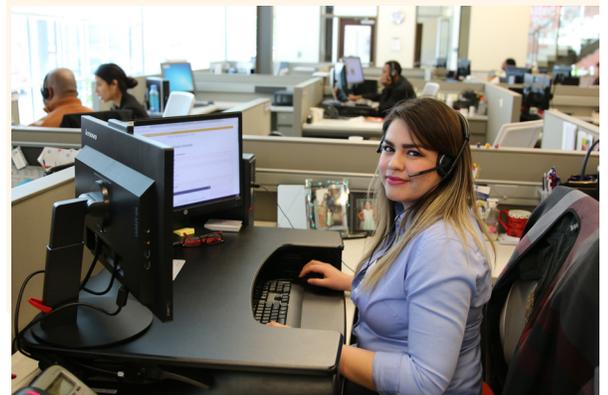
## + New Statewide Routing

Colorado's four 2-1-1 Contact Centers now provide a consistent statewide phone routing experience for callers. This ensures that no matter where someone is located in the state, they'll receive the same messaging and options to connect to highly specialized services. Dial 2-1-1 or 866-760-6489, Monday - Friday, 8 a.m. - 5 p.m. to be connected to our new menu of options and trained staff who can help you find, understand, and access available resources.

## + Technology Assessment

Late last year Mile High United Way began a thorough review of 2-1-1's technology needs. Technological advancements continue to move at a quick pace and 2-1-1 recognizes there are many improvements that would benefit our community.

As this assessment concludes, we hope to select applications that maximize our efficacy and provide improved features for those reaching out for assistance.





## 2-1-1 SUPPORT DURING BOMB CYCLONE

It's no secret that Colorado's weather can change on a dime. While signs of spring appeared in March, we unexpectedly experienced an extreme weather event that delivered up to seven inches of snow in the Denver Metro area.

Prior to this event, 2-1-1 deployed remote staff to ensure our Contact Center would be available to meet the needs of those during the storm. While hampered by power outages, 2-1-1 was able to respond to approximately 725 requests for assistance March 13th through 15th.

We continue to evaluate how to deliver and improve access to 2-1-1 during critical events to meet the needs of the community in all circumstances.

## 2-1-1 RESPONDS TO FEDERAL GOVERNMENT SHUTDOWN

Denver homeowners facing certain financial hardships may be eligible for the Temporary Mortgage Assistance Program (TMAP) that launched earlier this year in partnership with Mile High United Way and the City and County of Denver. TMAP was established in response to furloughed workers resulting from the federal government shutdown.

The program provides up to two months or \$5,000 maximum assistance to help qualified Denver residents cover their mortgage payments. Funds remain available for homeowners who are facing hardship due to unexpected changes in their employment status – including furlough, temporary layoff or significant reduction of hours worked.

Over the past quarter, 2-1-1 received 830 calls for TMAP assistance. In addition, 2-1-1's Supplemental Nutrition Assistance Program (SNAP) enrollment team proactively engaged nearly 50 SNAP recipients whose benefits were expiring during the shutdown to provide guidance on how to proceed and other resources as necessary during this time of uncertainty.

## 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



Willie is an amazing member of the 2-1-1 team. Over the past six years he has touched countless of community members and staff at Mile High United Way with his kindness, patience, and humor.

Willie graduated with a bachelor's degree in Criminology from Indiana State University and previously ran his own business before coming to 2-1-1 through a partnership with Team EEI, which provides internship opportunities for individuals with visual impairments.

Willie truly feels called to serve, noting his role as a Community Navigator is "what he was born to do". We are fortunate to get to work with him every day.

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