



SUPPORTING METRO DENVER WITH ACCESS TO VITAL RESOURCES

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

April - June 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, 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.

21,920 QUARTERLY CONTACTS



PHONE
19,975



TEXT
251



EMAIL
597



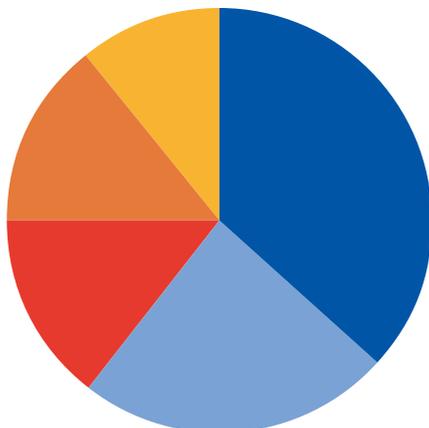
WALK IN
134



LIVE CHAT
795

Self Service Stats

Searched for Services Online	14,397
Searched for Emergency Shelter Online	1,296



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:**

32% Denver
21% Arapahoe

13% Adams
12% Jefferson

11% Weld

COMMUNITY TRENDS

+ Immigration in Colorado

The United States is home to more immigrants than any other nation in the world and, in recent months, the topic of immigration has moved increasingly to the forefront of conversation in Colorado.

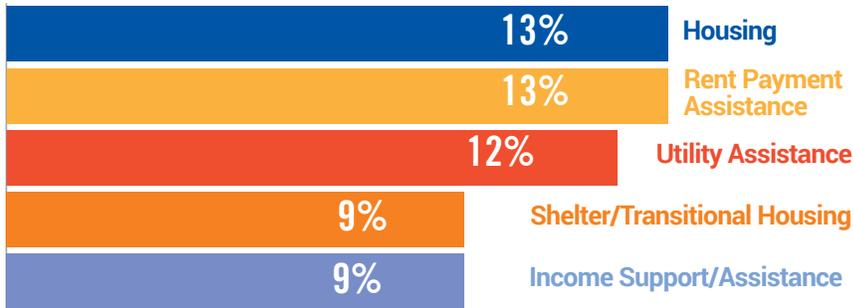
Government discourse and recent immigration policy developments on this matter have led to an inspiring response, with community members seeking information and resources to help themselves and their neighbors be prepared during this time.

Colorado 2-1-1 is a confidential service and assists anyone who calls Colorado home. We have several Spanish-speaking staff members and for non-English and non-Spanish speakers, we can connect to a language translation service for ease of conversation and transmission of resources.

Immigration resources are well within the scope of 2-1-1. We have an extensive database of resources and are equipped to provide information and resources on immigration, including citizenship classes, immigration assistance and support, Deferred Action for Childhood Arrivals (DACA), safety & deportation, English as a Second Language classes, interpretation & translation services, and legal services.

The entire network of resources available regarding immigration can be found online at: <http://211colorado.communityos.org/cms/ImmigrantsandRefugees>

TOP FIVE NEEDS



All Client Needs

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

FOLLOW-UP RESULTS

- 84% Of callers followed up on the referrals.
- 40% Of callers who followed up on referrals received the help they needed.
- 2% Of callers had scheduled future appointments.
- 7% Of callers did not receive the help they needed due to the referred agencies' lack of funds.

- 3% Of callers were awaiting callback from referred agency.
- 26% 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

+ Quality Assurance Improvements

2-1-1 recently activated a new feature that allows clients the option of completing a survey immediately following the completion of their phone call. After 2-1-1 disconnects, the system automatically walks clients through a handful of questions about their overall experience with 2-1-1 and with the specific 2-1-1 agent who handled their call. At the end of the survey, the client is also given an opportunity to record verbal feedback. We anticipate this introduction will yield additional insight on how we can further improve customer satisfaction.

+ Temporary Mortgage Assistance Program

Earlier this year, Mile High United Way in partnership with the City and County of Denver, launched the Temporary Mortgage Assistance Program (TMAP) in response to furloughed workers resulting from the federal government shutdown.

The program which provided up to two months or \$5,000 maximum assistance to help qualified Denver residents cover their mortgage payments, recently came to a close.

Over the past six months 2-1-1 received 1,166 calls for TMAP assistance and almost \$40,000 was granted to qualified homeowners. Mile High United Way has been pleased to support the community in this effort and thankful for the numerous business and organizations that also provided assistance during the federal government shutdown.



DENVER PRESCHOOL PROGRAM PARTNERSHIP

A partnership between the Denver Preschool Program (DPP) and Mile High United Way's 2-1-1 Help Center was launched on April 16th. In 2006, Colorado voters approved a .15 percent sales tax to fund tuition credits for Denver County preschools. From 2017-2018, DPP has raised nearly 106 million dollars in tuition credits for more than 50,000 children. Still, many Denver County parents of preschoolers are not familiar with this financial assistance.

Every day, the 2-1-1 Help Center provides assistance to Denver County parents of preschoolers. For this reason, a partnership between DPP and 2-1-1 was a logical fit. Since April, 2-1-1 has conducted 389 outbound calls to preschool programs and interested parents. 2-1-1 has received 82 inbound calls from interested parents. Overall, 2-1-1 has completed 20 intake forms for the DPP program. As the school year approaches, 2-1-1 anticipates a spike in call volume.

LYFT RIDES RETURN

2-1-1 is thrilled to resume a partnership with Lyft and United Way Worldwide that began as a pilot in 2018 to address transportation barriers in 12 cities. Due to the pilot's success, Mile High United Way's 2-1-1 Help Center will be one of 25 cities participating in an expansion of this effort and will begin scheduling free rides in August of 2019.

2-1-1 Navigators will help individuals with needs related to healthcare, food insecurity, public benefits, and employment services who also have barriers accessing those resources due to lack of transportation options. Staff will complete initial screening, coordinate one-way or round-trip rides, and provide additional resources as needed.

During the pilot phase in 2018 Mile High United Way assisted a disabled veteran, who was homeless for some time and getting around with the help of a walker. This individual needed help with transportation to the Veteran Services Center in Denver, and assistance applying for housing and other essential services. When he learned that he would receive a Lyft ride, so he could access services, he was very happy and thankful. It was exactly the support this individual needed to access critical resources for his well-being and success.

As this initiative resumes, 2-1-1 looks forward to this partnership and helping more individuals gain access to needed services.

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



Kasey joined Mile High United Way as a Community Resource Navigator in January 2019 after serving 2 years with the Peace Corps in Panama. Kasey serves 2-1-1 clients with compassion and in her short time with the team has become a go-to Navigator for several specialized projects.

As point of contact for the Denver Water campaign, Kasey works closely with Denver Water clients to help resolve their situation and provide additional resources. While overseeing the Lyft campaign, she'll dispatch rides to help clients overcome transportation barriers when accessing healthcare, employment, food, and public benefits.

In addition to serving clients, Kasey oversees 2-1-1's Quality Assurance process for client feedback and serves on Mile High United Way's Caring Hands Committee, which focuses on staff appreciation and self-care.

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