Mile High United Way’s 2-1-1 Help Center is a multilingual and confidential service that connects individuals with critical resources like food, shelter, rental assistance, childcare, and more.

In March, 2-1-1 received a sharp increase in call volume as the immediate needs of our community began to shift and grow in unprecedented ways due to the COVID-19 outbreak. On March 30, 2-1-1 received more requests for help in a single day than ever before, spiking to over 2,100 requests, up from a daily average of 330.

Through tracking each contact, we identified areas in the Denver-Boulder metro area with the greatest need and applied this data to our COVID-19 Program Response, providing immediate relief in these areas. This report shows the drastic increase in the number of people who are now turning to Mile High United Way for critical support, and how we are responding to answer the call for help from our community.

2-1-1 CALL VOLUME

On March 16, following the closure of schools and businesses, the number of requests for help from people in our community more than doubled. As call volumes continued to rise, Mile High United Way hired 20 additional 2-1-1 navigators and expanded volunteer roles to connect more people who desperately needed help with available resources.
2-1-1 PRESENTING NEEDS

The graph below compares the top presenting community needs before and after the COVID-19 outbreak. Rent payment assistance was by far the most common request for help received during this five-week period, with over 2,100 requests for rent assistance between March 16 and April 3.

EMERGENCY CHILDCARE COLLABORATIVE

On March 19, Mile High United Way joined the Colorado Emergency Childcare Collaborative to help connect essential workers such as doctors, nurses, grocery store employees, and janitors to childcare, so they can continue performing their jobs. 2-1-1 created a special phone line that allows families to apply for this emergency care over the phone. By April 2, this collaborative, led by Gary Community Investment, had nearly 5,000 families apply for care for over 7,800 children. 580 childcare providers across the state have stepped up to meet this need, providing over 26,000 childcare slots on behalf of our essential workers.

GET INVOLVED

To learn how you can support Mile High United Way’s COVID-19 Response and our 2-1-1 Help Center, visit unitedwaydenver.org/covid-relief.