



# SUPPORTING METRO DENVER WITH ACCESS TO VITAL RESOURCES

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

**January - December 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 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 connect with a trained Community Resource Navigator. 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).

**92,698** ANNUAL CONTACTS



PHONE  
81,825



TEXT  
1,774



EMAIL  
2,715



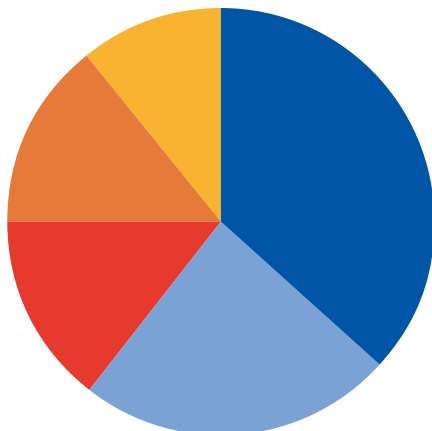
WALK IN  
555



LIVE CHAT  
3,642

## Self Service Stats

Searched for Services Online	57,094
Searched for Emergency Shelter Online	5,014



## 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:**

**32% Denver**  
**21% Arapahoe**

**12% 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.

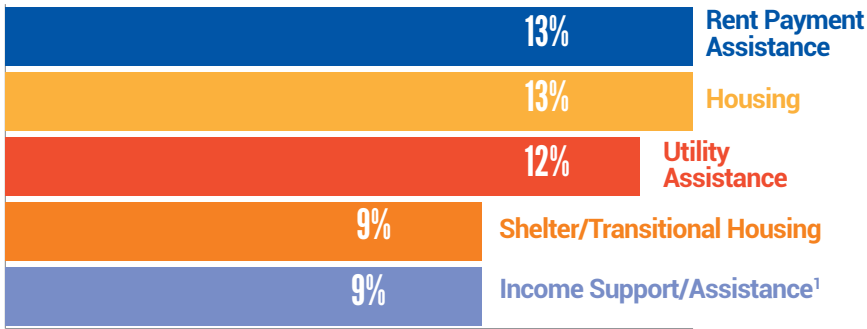
Government discourse and recent immigration policy developments on this matter have led to an inspiring response, with community members seeking information and resources to help themselves and their neighbors be prepared during this time.

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

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

# FOLLOW-UP RESULTS

- 81% Of callers followed up on the referrals.
- 43% Of callers who followed up on referrals received the help they needed.
- 4% Of callers had scheduled future appointments.
- 10% Of callers did not receive the help they needed due to the referred agencies' lack of funds.

<sup>1</sup> Includes needs such as tax assistance, WIC, and Veterans' benefits, etc.

<sup>2</sup> Includes needs such as Thanksgiving & Christmas meals, highly specialized information services including 3-1-1, snow shoveling assistance, etc.

# 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.

## + Temporary Mortgage Assistance Program

In early 2019, 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 first six months of 2019, 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.

- 6% Of callers were awaiting callback from referred agency.
- 22% Who followed up on referrals did not receive help due to other reasons.
- 90% Of the callers would recommend 2-1-1 to a family and friends.

# SNAP EXPANSION

Food insecurity remains one of the most pressing issues facing Coloradans. In 2018, 2-1-1 partnered with Hunger Free Colorado to process pre-applications for the Supplemental Nutrition Assistance Program (SNAP). This partnership formed to help food insecure callers connect with food resources beyond local food pantries, meal sites, WIC, and after school or summer meal programs in the 2-1-1 database. In October 2019, 2-1-1 was delighted to renew this partnership. To bolster 2-1-1's commitment to this program, the SNAP team welcomed a new specialist and as such, the team aims to increase their applications by over 30% in the coming year.

SNAP specialists are highly trained to help answer questions about eligibility or other inquiries about SNAP and streamline access to this vital community resource. Our SNAP specialists screen for eligibility, complete applications over the phone, educate clients about the application and re-certification processes, update information for current SNAP benefit recipients, and prepare these individuals for the interview process. Should additional needs arise during the contact, the SNAP specialists are fully trained on the 2-1-1 database and can help connect the caller to other appropriate community resources.

# RIDE UNITED

Mile High United Way's partnership with Lyft was in full swing this past quarter. The "Ride United" partnership officially launched in mid-August after a successful 2018 pilot program. Ride United can assist clients in metro-Denver, Greeley and Ft. Collins with a ride after all other transportation resources have been exhausted. Rides can be requested for the following categories: (1) Non-Emergent Health, (2) Employment-Related, (3) Food Security, and (4) Public Benefit Enrollment. Since the launch of this campaign, hundreds of rides have been completed, enabling access to valuable community resources that may have otherwise been out of reach.

One such caller served through Ride United is from Weld County. Our client and her 4 small children were temporarily living in her broken-down car. She called 2-1-1 looking for help and was provided a variety of resources, aimed at helping nudge her family to a position of greater long-term stability. To address her immediate need, she and her children needed to eat. With their car not safe to drive, they were stuck. The Ride United program helped this family with a ride to a nearby food bank, where they gained immediate access to crucial resources. It is the great privilege of 2-1-1 and our new Ride United initiative to help remove barriers for families like this to access important community resources.

# SUPPORT 2-1-1

Interested in being part of our impact? **Visit [unitedwaydenver.org](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 EEL, 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.

Watch Willie's story at: <https://youtu.be/abQogvD1d0>

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