



# SUPPORTING METRO DENVER WITH ACCESS TO VITAL RESOURCES

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

**October - December 2019**



**Mile High United Way**



**Get Connected. Get Help.™**

# 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 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).

**22,534** QUARTERLY CONTACTS



PHONE  
19,625



TEXT  
539



EMAIL  
452



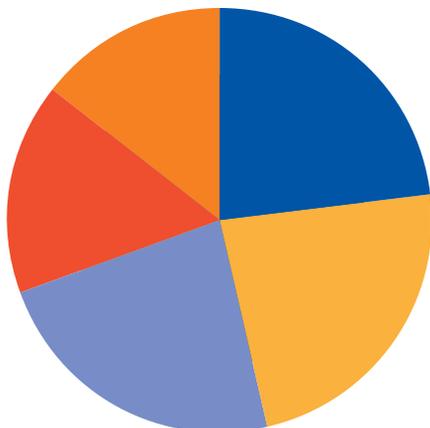
WALK IN  
175



LIVE CHAT  
928

## Self Service Stats

Searched for Services Online	11,659
Searched for Emergency Shelter Online	1,419



## 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  
20% Arapahoe

12% Weld  
12% Jefferson

11% Adams

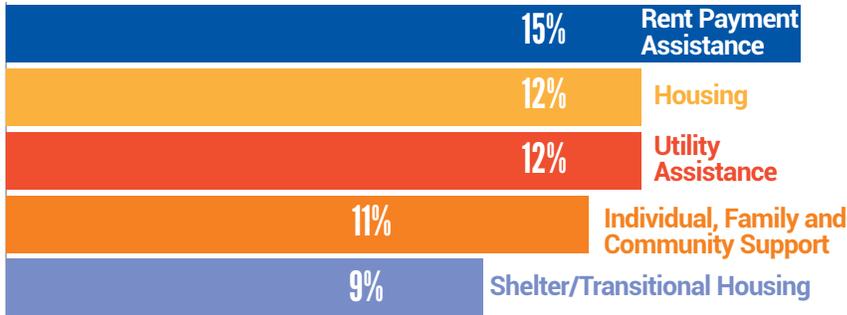
## COMMUNITY TRENDS

### + Extreme Weather Shelters Activated

The housing crisis many in Colorado face extends not only to affordable long-term housing options, but also to shelter availability. Across Colorado, dozens of community shelters offer emergency overnight shelters and shelter staff work tirelessly to try to match the demand for space. During colder and wetter periods – defined as weather 32 degrees below and wet, or 20 degrees below and dry - the need for a warm, safe place to sleep at night becomes an even more pressing need. In these periods of extreme weather, as defined above, additional shelters activate to help meet this community need. These shelters aim at bridging the gap between the supply of spaces available and needed when the weather is unsafe for homeless Coloradans to be overnight outside or in cars. 2-1-1 provides connections to these shelters and information on their availability for those in need.



# TOP FIVE NEEDS



## All Client Needs

Rent Payment Assistance	15%
Housing	12%
Utility Assistance	12%
Individual, Family and Community Support <sup>1</sup>	11%
Shelter/Transitional Housing	9%
Food/Meals	7%
Child Care	5%
Legal, Consumer, and Public Safety	5%
Clothing/Personal/Household Needs	5%
Income Support/Assistance <sup>2</sup>	4%
Transportation	4%
Health Care	3%
Behavioral Health/Substance Use Disorders	2%
Employment	1%
Medical Clinic	<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

- 67% Of callers followed up on the referrals.
- 46% Of callers who followed up on referrals received the help they needed.
- 3% Of callers had scheduled future appointments.
- 7% Of callers did not receive the help they needed due to the referred agencies' lack of funds.

- 12% Of callers were awaiting callback from referred agency.
- 26% Who followed up on referrals did not receive help due to other reasons.
- 86% Of the callers would recommend 2-1-1 to a family and friends.

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

<sup>2</sup> Includes needs such as tax assistance, WIC, and Veterans' benefits, etc.

# 2-1-1 NEWS

## + Holiday Resources

Mid-December, Mile High United Way hosts around 350 families, including some 900 children for the annual Children's Holiday Party. This one-day event spans from early in the morning to late in the afternoon, offering parents or guardians an opportunity to select gifts for all their children aged 0-18. While parents are upstairs choosing gifts and toys, children are matched with a volunteer who takes them around to a variety of holiday-themed activities, such as face painting, cookie decorating, arts and crafts, and storytelling. 2-1-1 was able to help register families in need that dialed 2-1-1 looking for holiday resources.

Apart from signing families up for Mile High United Way's hallmark holiday event, 2-1-1 Navigators also connected 1,445 families and individuals across the state to a host of holiday resources. These resources ranged from drop in meals or pick up baskets for Christmas or Thanksgiving, as well as gift and toy giveaways. Access to such resources enables families, who may be experiencing temporary hardship, to maintain a semblance of normalcy and holiday spirit during a season that can be financially draining on families with already limited financial resources available.

# 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 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.

# 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.

# SUPPORT 2-1-1

Interested in being part of our impact? **Visit [unitedwaydenver.org](http://unitedwaydenver.org) donate to make a financial 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](http://preventionpaystext.com/policies)



## 2-1-1 STAFF SPOTLIGHT



Mile High United Way's Resource Team is passionate about their behind the scenes work that ensures the information 2-1-1 shares with the community is accurate and up-to-date. Our staff is responsible for maintaining approximately 4,100 resources across 25 counties, which requires a high volume of intentional and repeated outreach to local and national organizations every day. During the course of these efforts, nearly 500 resources are edited every month to reflect changes in assistance available, eligibility criteria, service area, contact information, etc. In addition, this team works diligently to obtain shelter vacancies from participating shelters every morning, Monday - Friday, and tracks the availability of rent and utility assistance to ensure the community is routed only to agencies that currently have funding.

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