



2-1-1 HELP CENTER COVID-19 IMPACT REPORT

March and April 2020 Summary

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.

Due to the COVID-19 pandemic, the number of people contacting our 2-1-1 Help Center has increased drastically as thousands more people in our community find themselves in need of critical resources.

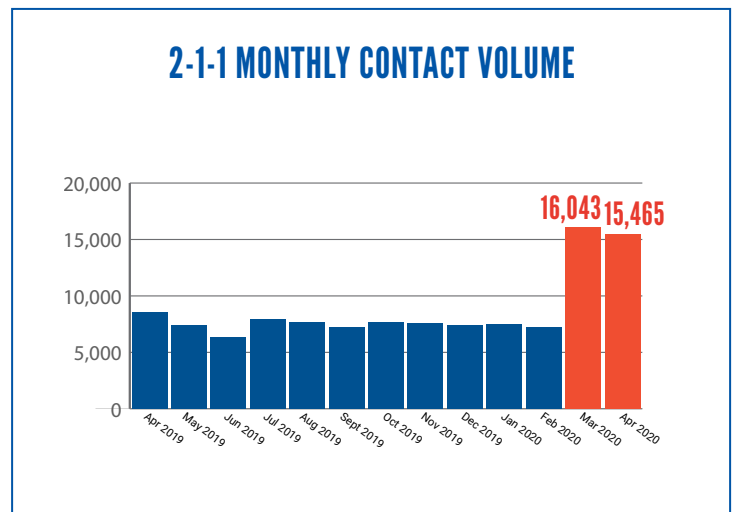
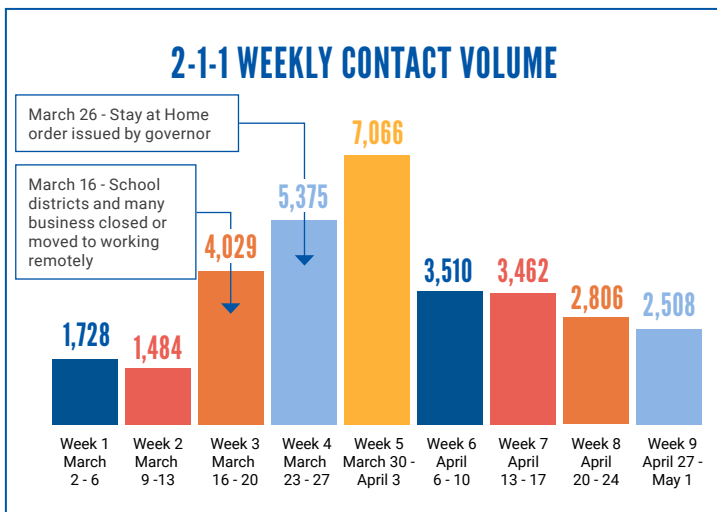
Through tracking each request for help, we have been able to identify neighborhoods with the greatest needs across the Denver-Boulder metro area and apply this data to our COVID-19 Program Response, [providing immediate relief in these areas](#).

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.



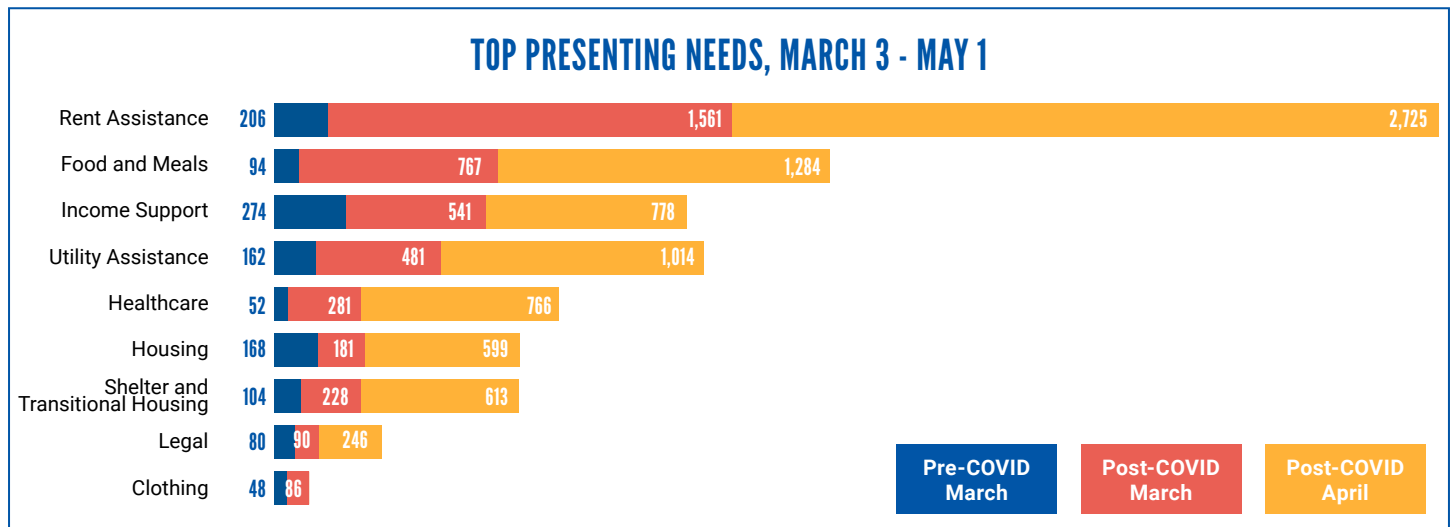
2-1-1 CALL VOLUME

On March 16, following the closure of schools and businesses, the number of requests for help more than doubled and continued to rise into early April. In order to keep up with the increased call volume, Mile High United Way expanded its 2-1-1 staff, hiring 20 additional resource navigators. Although the number of requests for help peaked in late March and early April, they remained higher than average throughout the rest of the month.



2-1-1 PRESENTING NEEDS

The graph below shows the top community needs in March and April in comparison with volume of presenting needs for the first two weeks of March pre-COVID. Rent payment assistance was by far the most common request, with 1,561 requests between March 16 and March 30, and 2,725 requests between April 1 and May 1.



Pre-COVID-19 March is defined as March 3 - March 13. Post-COVID-19 March is defined as March 16 - 30. Post-COVID April is defined as April 1 - May 1. This data only reflects needs met with a referral and does not include unmet needs or campaign specific needs.

2-1-1 VOLUNTEERS FOCUS ON FOOD INSECURITY

With schools closed and unemployment reaching record numbers, more of our clients are facing food insecurity than ever before. 2-1-1 offers a dedicated line to help clients apply or renew benefits for the Supplemental Nutrition Assistance Program (SNAP, a federal nutrition program that supplements a family's ability to buy food). To meet the growing need, Mile High United Way's volunteer team launched a virtual volunteer opportunity in April to follow up with SNAP applicants and help them navigate the complex approval process. In the first two weeks of the program, our volunteers logged 168 hours, connecting with over 150 SNAP applicants to provide next steps to get their applications approved before the end of their 30-day application window.



“A lot of our clients are having an emotional time because of the COVID-19 outbreak. A lot of the questions that we are getting are:

‘How will I pay my rent?’ ‘Will I get evicted?’ ‘How will I feed my family?’

And that’s what we are here for.”

– Darling, 2-1-1 Resource Navigator

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.

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