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 and multilingual 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. With over 8,000 available resources statewide (including COVID testing sites), 2-1-1 has the largest, most up-to-date database 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% of the state’s population.

Help is available Monday through Friday, 8 a.m. – 5 p.m. To connect with a trained Community Resource Navigator:

**DIAL**
Dial 2-1-1 or (866) 760-6489 toll free

**TEXT**
Text your zip code to 898-211

**SEARCH/CHAT**
Search our database or live chat at 211colorado.org
Through the study, we found that while the overall costs to operate the statewide 2-1-1 program in 2019 was $3 million, the benefits accrued to Colorado was estimated at $6.1 million. These benefits reflected both time saved and access to services, most notably:

- The value of time saved by individuals and agencies because of 2-1-1 is over $500,000 annually
- The value of additional federal funds that 2-1-1 brought to families as food assistance (SNAP) benefits was estimated at $1.6 million
- The value of income earned by parents who were able to secure childcare through 2-1-1 referral services was estimated at $563,000

Thank you to Deloitte for partnering with us to procure and analyze this impactful data.
YOUR IMPACT

2-1-1 is a critical resource when life throws unexpected curve balls, like it did for Beth* - a school bus driver who was put out of work last month. She and her daughter were struggling to keep a roof over their heads and food on the table. Darling, the 2-1-1 Navigator that answered her call that day, connected her with rent and utility assistance as well as helped her apply for the Supplemental Nutrition Assistance Program (SNAP, or food assistance) benefits.

* Name changed to protect privacy

“At a time of crisis, we all need to help one another. That’s what we are here for. She broke down in tears. She was grateful that she called, and that we were able to connect her with resources for her and her daughter.”

DARLING, 2-1-1 RESOURCE NAVIGATOR

COMMUNITY TRENDS

INCREASED CALL VOLUME

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. Mile High United Way hired 20 new Community Navigators to accommodate the increased call volume and breadth of needs.

GREATER NEED FOR RENT AND UTILITY ASSISTANCE

Most notably, the need for rent and utility assistance has risen considerably. Assistance with food/meals and housing remain two of the top five areas of need, increasing in proportion with the volume of calls as the first shutdowns occurred due to COVID-19.

RESOURCES AT YOUR FINGERTIPS

211Colorado.org has proven to be an invaluable asset to our community during this time. Since the pandemic began in mid-March, 211Colorado.org received over 200,000 searches for critical resources from people across Colorado. Thousands of people also turned to the site’s COVID-19 Resources and Information web page which was set up during the onset of the pandemic to communicate the range of health and human services available to those who’ve been impacted.
SUPPORTING COLORADO

Because of our 2-1-1 data, Mile High United Way has a deep understanding of community needs. When the pandemic hit, the State of Colorado and City and County of Denver relied on us to provide that critical support and expertise. We were proud to have led the efforts for the Colorado Covid Relief Fund and partner with the City and County of Denver to serve our community in this time of crisis.

POLICY UPDATE: HB 1197

In June, 2-1-1 Colorado secured $500,000 in funding through the passing of HB 1197 as part of the CARES ACT COVID-19 Relief Bill. The funds received will be utilized to continue to provide access to critical needs resources throughout the state and ensure the 2-1-1 Help Center can keep up with the community needs and demand.

Mile High United Way is incredibly grateful for the success of this bill and the opportunities this funding will provide!

“2-1-1 is the statewide first line response for all human services needs as they relate to COVID-19.”
GOVERNOR JARED POLIS

STAFF HIGHLIGHT: LAURA

Years after seeking help from 2-1-1 when she was a young, single mom, Laura applied as a Community Navigator with Mile High United Way and has been offering the help and hope she received to others ever since.

“After the call, I realized the navigator gave me something much more than resources. She gave me hope,” Laura said.

When HB 1197 was being debated, Laura testified on behalf of 2-1-1, sharing the story of Mary Anne, the Community Resource Navigator who gave her hope all those years ago.

“That is what 2-1-1 is all about, we are here because some of us know what it’s like to need help, and we want our clients to know that there is someone on the other end of the line who wants to help them today,” Laura said in her testimonial.

We are so grateful to have Laura on our team. Read her full testimonial.

“After the call, I realized the Navigator gave me something much more than resources. She gave me hope.”
LAURA, 2-1-1 RESOURCE NAVIGATOR

Whether you want to give or get help, Mile High United Way’s 2-1-1 Help Center is here for you.

Learn more about Mile High United Way’s 2-1-1 Help Center.