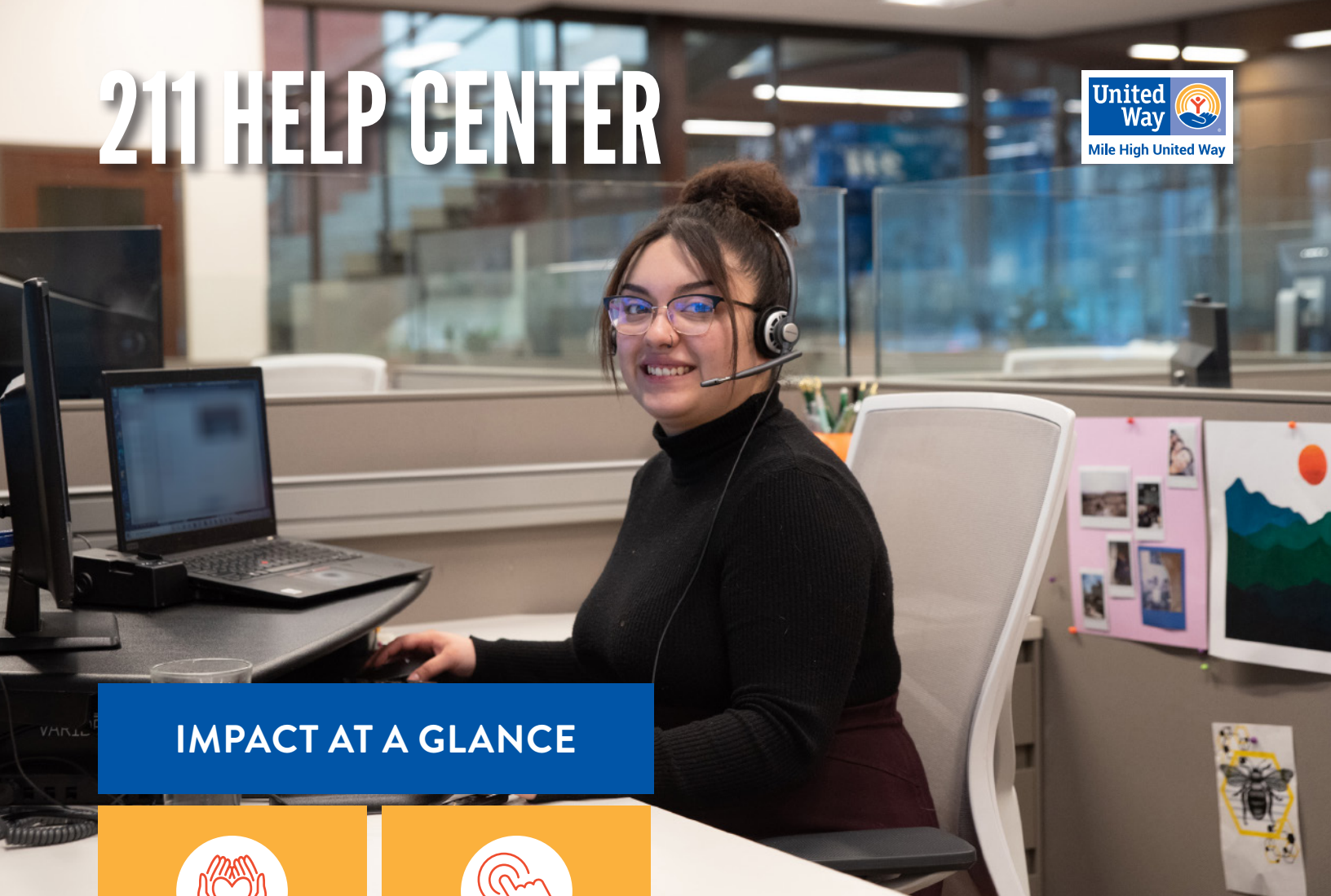


211 HELP CENTER



IMPACT AT A GLANCE



206,591

referrals for critical resources provided to community members



7,138

community resources in the 211 Colorado database



5,067

SNAP applications completed for people in need of food assistance



1,500

families engaged to ensure long-term recovery support after the Marshall Fire

The Mile High United Way 211 Help Center is a free statewide service that connects people to critical resources across our state, including basic needs, health, disaster recovery, and government services. Our 211 Help Center received more than 100,000 contacts this year and offers a database of more than 7,000 community resources.

The needs of a family or individual are ever-changing through their journey. Mile High United Way's 211 Community Navigators connect families and individuals to resources that meet their basic needs, including housing, rent, and utilities assistance; childcare referrals; counseling services; employment; food; and more. Through our 211 Help Center, we meet each family's or individual's unique needs as they emerge, ensuring every Coloradan has the opportunity to thrive.

“I can’t thank you enough for all the help. [My navigator] was just wonderful and looked for anything and everything that could help me, and I was so grateful.”

–MARIA, 211 HELP CENTER CLIENT*

SUPPORTING LONG-TERM HEALTH

What happens outside a doctor visit is critical to positive long-term health outcomes. That’s why Mile High United Way partnered with Centura Health, Colorado’s largest healthcare system. When patients visit a Centura provider, they are screened for conditions or critical needs that could impact the effectiveness of their treatment plan, such as access to transportation, finances, and their living situation. Because of this partnership, a healthcare provider can access the 211 Help Center’s database directly within Centura’s health records system and embed referral resources into the patient’s treatment portal – everything from financial assistance to transportation for follow-up appointments.

FULFILLING BASIC NEEDS

Mile High United Way’s 211 Help Center is where families and individuals can turn when they most need help. Through various partnerships, 211 also offers an array of direct services over the phone. Partnering with Denver Water ensures that families struggling to pay their bills will not have their water turned off. With the support of Hunger Free Colorado, we make it possible for a community member to complete an application for Colorado’s Supplemental Nutrition Assistance Program (SNAP) with just a phone call. Our partnership with the Colorado Department of Early Childhood ensures 211 is the state’s Child Care Resource and Referral Center, connecting parents with available childcare providers so they can go to work to support their family.

When a member of our community contacts the Mile High United Way 211 Help Center, we do our very best to ensure they have everything they need to keep a roof over their head, food on the table, or care for their child.

PARTNERING TO REDUCE BARRIERS

Our 211 Help Center partners with Lyft to eliminate transportation barriers for Coloradans. This year, we provided 3,246 complimentary rides to services and activities such as job interviews, medical appointments, vaccine clinics, and more.



Jane reached out to Mile High United Way’s 211 Help Center when her vehicle stopped working and required \$6,000 in repairs. Her husband was no longer able to work, and she had recently reduced her hours to care for their family. The cost of the repairs was too great, and not having reliable transportation put Jane’s employment in jeopardy.*

With access to thousands of community resources, a team of 211 Community Navigators secured a one-time grant to cover the cost of repairs to Jane’s car. Her family has recently shared that the special care provided by our 211 Help Center helped them to build toward long-term financial stability.

*Names changed for privacy purposes

ANSWERING THE CALL

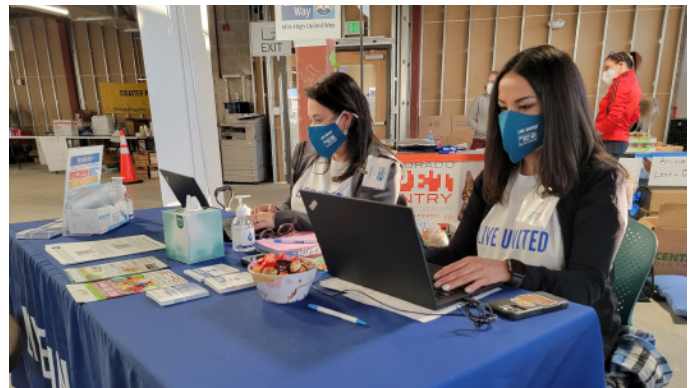


Our community has faced extraordinary challenges these last few years, from pandemic-related childcare shortages to devastating wildfires. When our community has needed us most, no matter the situation, Mile High United Way answered the call.

There is no better example than our 211 Help Center's response following the Marshall Fire, which damaged or destroyed nearly 1,300 structures in Boulder County in December. Families and business owners lost items which can never be replaced. As a key part of Colorado's Disaster Assistance Plan, Mile High United Way's 211 Help Center was ready to serve. Our Community Navigators worked on-site at the Disaster Assistance Center (DAC) from its start, connecting impacted residents to the resources they needed. Mile High United Way's presence at the DAC ensured emerging needs were quickly relayed to appropriate partners, and our development team coordinated donations of physical goods from corporate partners and community members.

211 Disaster Response Senior Director Kasey Harlos worked closely with the Federal Emergency Management Agency (FEMA), American Red Cross, and Colorado's Voluntary Organizations Active in Disaster (CO-VOAD) to streamline relief efforts. "A big part of our job is relaying what's happening and aligning people and organizations to meet the most critical needs," said Harlos. "We heard what needs weren't being met and worked to fill gaps as they emerged."

The value of our team's disaster response efforts and expertise reaches beyond Colorado. When 211 Louisiana's phone lines were overwhelmed following Hurricane Ida in September 2021, Mile



High United Way's 211 Community Navigators stepped up to answer 542 calls from Louisiana residents. Callers sought our help acquiring resources from evacuation sites, locating family members, registering for emergency food and financial assistance from FEMA and American Red Cross, lodging, volunteer and donation needs, and much more.

The 211 Help Center is uniquely positioned to lend support in times of crisis. No matter the need, we continue to answer the call and guide our community on the path to stability.



We were especially honored to host Governor Jared Polis at Mile High United Way in June for the signing of **HB22-1315, the result of a multi-year journey to establish ongoing financial support for 211 Colorado**. Championed by Mile High United Way and passed with bipartisan support, the law infuses \$1 million of annual funding into the 211 Colorado Collaborative to guarantee that all Coloradans are connected to basic needs support for years to come.

Mile High United Way is a national leader in responding to our community's basic needs through 211. Our 211 Help Center fields approximately two-thirds of the state's contact volume, covering the Metro Denver area, as well as Boulder, Broomfield, Larimer, and Weld counties.

“Coloradans can rest assured that, wherever they are, if they dial three simple numbers – 211 – they get confidential connections to the support they need.”

– GOVERNOR JARED POLIS