



BASIC NEEDS

IMPACT REPORT 2023-2024



Your Investment in Action

On any given day, the person next door, the family in the park or the person working next to you may be struggling to pay for groceries, heat, child care and more. Together, with your support, we're working to ensure everyone in our community has access to basic needs, so they can focus on what's possible.

You Help Families Find a Fresh Start

Last year, a family of four lost their home and possessions in a house fire. Their insurance didn't cover all their replacement costs, and they bounced from hotel to hotel while trying to save for a new apartment. Meanwhile, the husband was unexpectedly laid off and they discovered they were expecting another child. They called 211, seeking help. Thanks to donors like you, we helped them pay for two months of rent and they found new employment. Now, they have a stable place to live and raise their family.

[Visit our website to learn more about how we're helping families meet their basic needs.](#)



278,400

referrals from our 211 Help Center for critical basic needs resources



1,700

applications for food assistance processed



140

Bridging the Gap participants in safe, stable housing



320

community members supported by our 211 Walk-In Center

What We're Doing:

HELPING US CONNECT

We're grateful for community partners and donors, like you, who help us connect residents to the critical resources they need to thrive across Colorado. Thank you!

MEETING FAMILIES' NEEDS

Our 211 Help Center connects Coloradans across 25 counties to the resources they need most. Resource navigators patiently and compassionately listen to each caller, working with them to find the best resources to meet their needs near where they live.

ANSWERING THE CALL

When natural disasters, like wildfires and floods, or unexpected crises, like a pandemic and an influx of new immigrants, affect our community, our 211 Help Center supports relief efforts statewide to help families when they need it most.

A PLACE TO CALL HOME

Our 211 Help Center team and other community partners provide wraparound support to residents at our 23-unit Uptown apartment building, helping them access the services they need to thrive.

COMMUNITY COLLABORATION

Recently, we supported the launch of MyFriendBen, a new initiative from Gary Community Ventures. MyFriendBen, an additional resource within the 211 database, helps empower individuals and organizations to quickly understand and apply for eligible government benefits, tax credits and nonprofit services.



A Beacon of Hope

For almost five years, Abigail has helped people find stable housing, receive transportation to a food pantry and connect to critical child care resources.

“Every day, we make a difference in the lives of individuals and families within our community. 211 Community Resource Specialists empower individuals to navigate complex systems, advocate for themselves and regain control of their lives. It’s about providing people with the tools and knowledge to overcome obstacles, break cycles and create positive change for themselves and their families.”