

2-1-1 Colorado

**Delta & Mesa Counties**

January - December 2019

**2-1-1 COLORADO**

2-1-1 is a confidential and multilingual service that refers callers to non-emergency health and human service resources.

Colorado 2-1-1 centers received more than 139,000 contacts (including calls, chats, texts, emails and walk-ins) and more than 62,000 online database searches last year..

**2,347** RECORDS

**3,820** REFERRALS

**Website Referral Stats<sup>1</sup>**

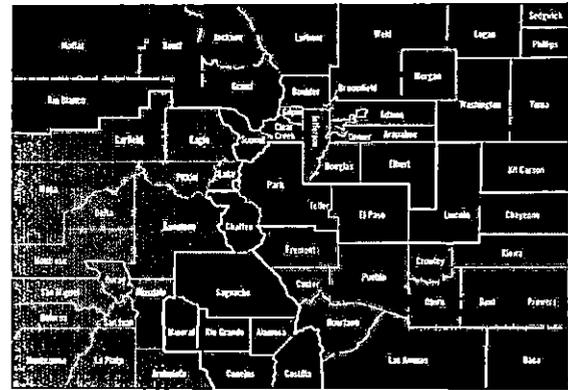
Searched for Services	57,094
Searched for Emergency Shelter Online	5,014

**AREA CLIENT NEEDS**

Legal, Consumer, and Public Safety	422	12%
Health Care	351	10%
Individual, Family and Community Support <sup>2</sup>	329	9%
Housing	292	8%
Child Care	268	8%
Utility Assistance	266	8%
Income Support/Assistance <sup>3</sup>	259	7%
Food/Meals	257	7%
Transportation	218	6%
Employment	107	3%
Clothing/Personal/Household Needs	106	3%
Behavioral Health/Substance Use Disorders	106	3%
Rent Payment Assistance	92	3%
Shelter/Transitional Housing	80	2%
Other Government/Economic Services	28	1%
Education	18	1%
Dental Clinic	11	<1%
Volunteer/Donations	10	<1%
Arts, Culture, and Recreation	6	<1%
Medical Clinic	6	<1%
Disaster Services	2	<1%
Other Information Services	275	8%

**WHERE WE HELP**

2-1-1 Colorado is a collaborative of six organizations that host four call centers across the state.

**TOP NEEDS**

- Legal, Consumer, and Public Safety
- Health Care
- Individual, Family and Community Support
- Housing
- Information Services

**2-1-1 SUCCESS**

John\* picked up the phone and called Mile High United Way's 2-1-1 Help Center when he needed help the most. John needed \$600 to stay in his apartment until his pension kicked in. A 2-1-1 Navigator immediately told John, "We're going to work together to connect you with the right resources." Twenty minutes into the call, John had resources connecting him to rent, utility, financial, transportation, and health assistance. John told the 2-1-1 Navigator, "You've given me hope that I will have a place to call home. Thank you."

\*Client's name has been changed for privacy

<sup>1</sup> Represents searches conducted in all 64 counties.

<sup>2</sup> Includes needs such as Thanksgiving & Christmas meals, highly specialized information services including 3-1-1, snow shoveling assistance, etc.

<sup>3</sup> Includes needs such as tax assistance, WIC, and Veterans' benefits, etc.

†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)

Dial 2-1-1 | Text 898-211\* | Search our database or chat with us at [211Colorado.org](http://211Colorado.org)