

UNITED WAY OF WELD COUNTY 2-1-1 REPORT

4TH QUARTER, OCTOBER - DECEMBER 2019

WHAT MAKES 2-1-1 VALUABLE TO WELD COUNTY AND NORTHEASTERN COLORADO?

- Full-service referral help through texting, live chat, web search, and live Resource Navigators.
- Proven ability to effectively uncover additional client needs over and above initial reason a contact is made, resulting in more holistic service.
- Cost effective, time efficient approach for clients and practitioners to help locate human service/referral needs with one call and/or use of current technology.
- Significant cost savings to communities through better resource coordination, avoiding service duplication and by dedicating staff to comprehensive call center and database operations.

2-1-1 CLIENT STATS¹

2,192 QUARTERLY CONTACTS



PHONE
2,135



TEXT
36



EMAIL
6



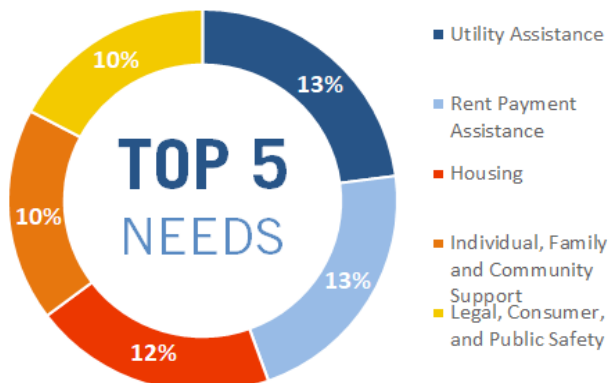
LIVE CHAT
15

2,641 Total Referrals

2-1-1 WEBSITE STATS²

11,659 Searched for Services

1,419 Searched for Emergency Shelter



4TH QUARTER NEEDS¹

	Presenting	Unmet
Utility Assistance	307 (13%)	8
Rent Payment Assistance	289 (13%)	52
Housing	271 (12%)	36
Individual, Family and Community Support	241 (10%)	50
Legal, Consumer, and Public Safety	231 (10%)	19
Clothing/Personal/Household Needs	211 (9%)	6
Income Support/Assistance ³	154 (7%)	13
Shelter/Transitional Housing	136 (6%)	26
Food/Meals	119 (5%)	2
Transportation	95 (4%)	24
Health Care	84 (4%)	7
Child Care ⁴	51 (2%)	-
Behavioral Health/Substance Use Disorders	30 (1%)	0
Volunteer/Donations	12 (1%)	1
Medical Clinic	7 (<1%)	0
Other Government/Economic Services	5 (<1%)	0
Dental Clinic	4 (<1%)	0
Employment	4 (<1%)	0
Arts, Culture, and Recreation	3 (<1%)	1
Education	3 (<1%)	0
Disaster Services	2 (<1%)	1
Other Information Services	39 (2%)	0
Total	2,298	246

† 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.

¹ Represents United Way of Weld County's 2-1-1 area.

² Reflects total quarter statistics from shared statewide 2-1-1 Colorado website.

³ Includes services such as tax assistance, WIC, and Veterans' benefits.

⁴ Child care from Colorado Shines Child Care Referral at Mile High United Way.

Dial 2-1-1, Text 898-211†, search our database or chat with us at 211colorado.communityos.org

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FOLLOW-UP RESULTS⁵

- 67% Of callers followed up on the referrals.
- 46% Of callers who followed up on referrals received the help they needed.
- 3% Of callers had scheduled future appointments.
- 7% Of callers did not receive the help they needed due to the referred agencies' lack of funds.

- 12% Of callers were awaiting callback from referred agency.
- 26% Who followed up on referrals did not receive help due to other reasons.
- 86% Of the callers would recommend 2-1-1 to family and friends.

CLIENT DEMOGRAPHICS⁶

AGE RANGE

Under 17	1%
18-24	6%
25-39	23%
40-54	15%
55-59	5%
60-74	5%
75-84	1%
85 and Older	0%
Refused	45%

EMPLOYMENT

Employed Household	20%
Unemployed - Seeking Employment	17%
Unemployed - Not Seeking Employment	14%
Retired	3%
Refused	46%

GENDER

Male	17%
Female	63%
Unspecified	1%
Refused	18%

RACE

African American	2%
American Indian/Alaska Native	<1%
Asian	<1%
Caucasian	25%
Hispanic/Latino	23%
Multi-Racial	2%
Native Hawaiian/Other Pacific Islander	1%
Other	1%
Refused	46%

DO YOU OR SOMEONE IN YOUR HOUSEHOLD SERVE IN THE U.S. MILITARY?

Veteran	3%
Current Military	0%
Family member of a Veteran or Active Military personnel	2%
None	51%
Refused	45%

NUMBER IN HOUSEHOLD

1	16%
2	13%
3	10%
4	8%
5	5%
6	2%
7	1%
8	<1%
9	<1%
10	0%
11	0%
12	0%
13	0%
14	0%
More than 14	0%
Refused	44%

POPULATION BREAKDOWN

One Parent Family	15%
Two Parent Family	11%
Single	17%
Family	7%
Couple	6%
Roommate	<1%
Widowed	0%
Other	<1%
Refused	45%

⁵ Reflects statistics for 25 counties, including United Way of Weld County's area.

⁶ Of responses received. Reflects United Way of Weld County's area.