

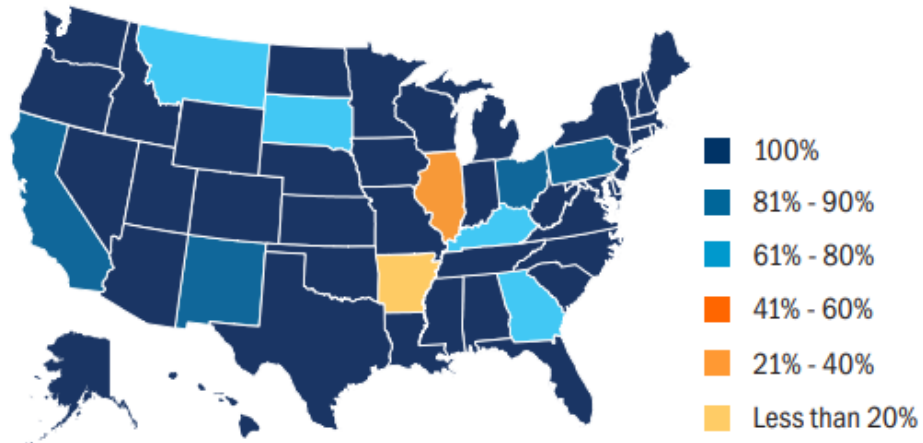


MILE HIGH UNITED WAY 211 HELP CENTER

211 HELP CENTER



PERCENT OF POPULATION COVERED BY 211 IN EACH STATE



Source: Data produced by UWW and AIRS: June 2018.
*Coverage is calculated by U.S. Census data.

Dial three simple numbers, 2-1-1 to reach Mile High United Way's 2-1-1 Help Center to get help in your community.

211 is a multilingual and confidential service that connects individuals and families to critical resources including food, shelter, rental assistance, childcare, transportation and more. Our database contains more than 9,000 health and human services resources and is updated daily to help community members meet basic needs.

Help is 3 Numbers Away

211 maintains a comprehensive database of community resources and provides information and referrals for essential needs like:

211 also can connect people with information and referrals for:



988 provides crisis support for:

- Thoughts of Suicide
- Mental Health Crisis
- Substance Use Crisis
- Emotional Distress

911 provides first responder dispatch for:

- Medical Emergency
- Fire
- Reporting a Crime
- Disaster Response
- Life Threatening Situation



211 WHEN IT'S HELPFUL	911 WHEN IT'S VITAL
H: Health or human services	V: Violence to self or others
E: Energy/heat needs	I: Illegal activity
L: Loss of income or insurance	T: Threat
P: Primary or mental healthcare	A: Ambulance Fire or Police
	L: Lives are at risk
WHICH?	WHEN?

Town of Stonington United Way

HOW DOES DIALING 2-1-1 WORK?

THIS IS MATT'S JOURNEY

MEET MATT:
Matt is a community college student living at home.

2-1-1 IS AVAILABLE TO 94% OF THE U.S. POPULATION,
24/7/365

2-1-1 RECEIVED MORE THAN
1.9 MILLION
REQUESTS FOR UTILITIES PAYMENT ASSISTANCE IN 2018

STEP 1:
Matt's father injured his back and is unable to work. Concerned about paying hospital and utilities bills, Matt is advised to call 2-1-1 for help.

STEP 2:
A 2-1-1 specialist helps Matt find financial assistance to pay their utilities bill, plus connects him to an agency that helps patients navigate complicated hospital bills.

STEP 3:
When 2-1-1 follows up with Matt via text, he mentions that he cannot take his father to physical therapy appointments and continue attending classes.

2-1-1 RECEIVED MORE THAN
350,000
REQUESTS FOR TRANSPORTATION ASSISTANCE, MANY RELATED TO MEDICAL APPOINTMENTS, IN 2018.

STEP 4:
A 2-1-1 specialist arranges for his father to access free transportation to and from his appointments, so Matt can focus on attending class.

Matt receives a follow-up call 4 weeks after his initial call to 211 where he reports back to the navigator that he has finished his semester's coursework, and his father is doing well and has ongoing transportation needs met through Access-A- Ride!



2024 NUMBERS

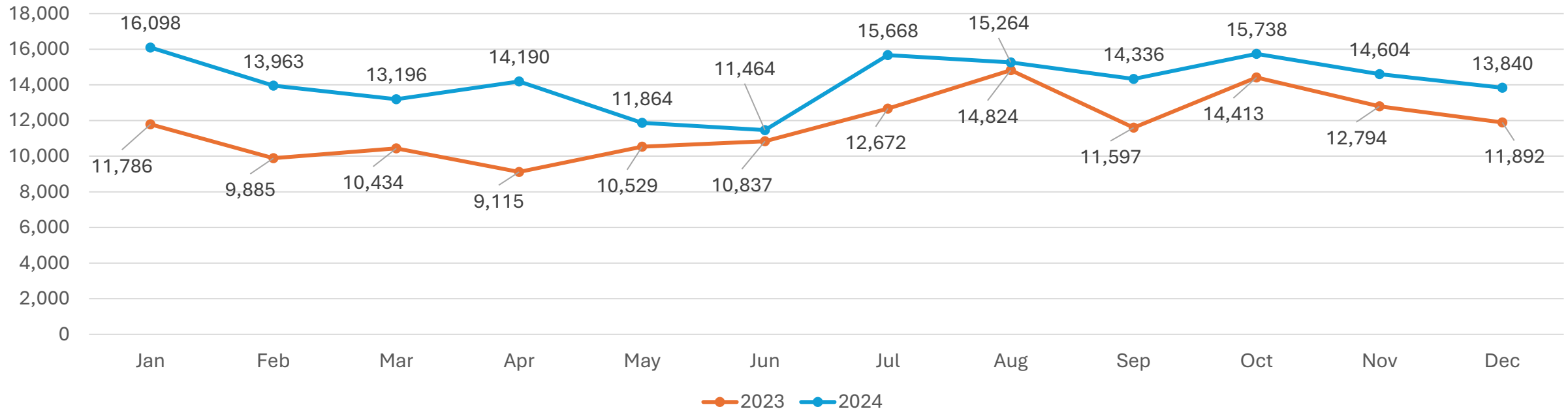


170,245 Total Contacts Served

Calls: 114,635
Chats: 8,329
Texts: 6,170
Emails: 15,354
Outbound Calls: 24,939
In-Person: 920

Additional Highlights

- Average answer rate: 99% (includes automated callbacks)
- Average speed of answer: 6 minutes, 10 seconds
- Average length of call: 8 minutes, 50 seconds
- Successful resource connections: 342,568
- Served in Spanish Language: 21,254
- Return callers: 13,019



Top Five **Met** Needs Across Colorado in 2024

1. Housing
2. Food or meals
3. Utility assistance
4. Individual, family and community support
5. Income support/assistance

**Housing moved from the third highest need in 2023 to the top need in 2024*



Top Five **Unmet** Needs Across Colorado in 2024

1. Housing
2. Shelter/transitional housing
3. Individual, family and community support
4. Transportation
5. Utility assistance



211 Family Health Line

2024

5,649

Expecting or new parents and guardians with children aged 5 or younger served.

8.5%

Increase in the number of contacts served through the Family Health Line.

113

Quality assurance follow-ups completed.

Top three needs met through the Family Health Line:

1. Medicaid
2. WIC
3. Food pantries



CHILD CARE CONNECTION

2024



65%

Parents seeking child care for children aged 3 years old or younger.

53%

Parents are eligible for Colorado Child Care Assistance Program (CCCAP).

41%

Parents earn less than \$25,000 annually.

189

Successful enhanced referrals completed on behalf of parents.



211 Ride United Program 2024



1,941

Lyft rides scheduled through 211.

74%

Increase in rides scheduled through 211 from 2023

188

Rides to support critical, immediate needs such same-day shelter for the night.

1,103

Refugee, asylee or new immigrant rides scheduled.



Supplemental Nutrition Assistance Program (SNAP) 2024



1,222

SNAP applications completed

153

Medicaid applications completed.

37

Quality assurance follow-up surveys completed.

41%

Average rate processing SNAP applications when compared to total requests received to 211.



CONTACT INFORMATION

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211Colorado.org

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211 COLORADO RESOURCE DATABASE

- 2,462 Active agencies in 211 resource database
- 6,566 active services to refer to callers
- 155 New agencies added into Resource Database in 2024
- 7 Data Sharing Partnerships:
 - Advent Health
 - Common Spirit Health
 - The Colorado Office of e-Health Innovation (OeHI)
 - The National Data Platform (NDP)
 - The City of Thornton
 - Pairin (Web tool: MyColoradoJourney)
 - Quality Health Network (QHN)



Mile High United Way



Get Connected. Get Help.™

MILE HIGH UNITED WAY COMMUNITY CRISIS RESPONSE STRATEGY

IMMEDIATE & LONG-TERM RESPONSE AND RECOVERY



THE GREAT CONNECTOR

At the forefront and throughout a crisis, 211 continues to be the liaison in connecting broader resources, partners, organizations, and vital data to align stakeholders and resources during a disaster to further support the State of Colorado and ensure recovery.

IDENTIFYING & SUPPORTING THE COMMUNITY'S GREATEST NEEDS DURING UNCERTAINTY

211 is a leading partner in identifying and supporting the most needed met and unmet needs from the start of a disaster through to the long-term recovery phase of supports.

KEY STAKEHOLDER SITUATIONAL AWARENESS & GUIDANCE

Through leading the communication of situational awareness of a crisis, we are able to provide guidance to key internal & external stakeholders supports such as resource development regarding monetary, in-kind donation, and volunteer needs.

COLLABORATIVE AGENCY RESPONSE PARTNERSHIPS

Local

- 988 (Rocky Mountain Crisis Center)
- 911 (Denver 911 Dispatch)
- County OEMs (ex. Jefferson County Office of Emergency Management)
- City OEMs (ex. Aurora Office of Emergency Management)
- 211 Resource Library

State

- 211 Statewide Collaborative
- Colorado VOAD (70+ members/partners)
- Division of Homeland Security (DHSEM)
 - Access and Functional Needs Committee

Federal/National

- Wyoming 211, Southwestern New Mexico 211, 211 Utah, 211 Louisiana, 211 Vermont
- Inform USA – National Member
- 988 & 911
- Federal Emergency Management Agency (FEMA)
- United Way Worldwide



211 COLORADO CRISIS RESPONSE LEVERAGED DIRECT SERVICE OFFERINGS



The 211 Help Center and crisis response team identify and utilize day to day key partnerships and systems that are shifted to act as essential supplemental service offerings to 211 clients during a crisis.

211 can provide direct services during disasters to get individuals the support they need while also providing resources to meet and immediate or longer term need to support the recovery towards a sustainable future. These direct supports can look like providing emergency childcare options for parents who have been displaced, a free Lyft rides to get to a case worker or Disaster Assistance Center.

Leveraging 211 Direct Services:

- Childcare Resource & Referral
Finding childcare available for displaced parents
- Lyft – Ride United
Free Lyft rides from DAC's or emergency services when disaster has impacted immediate transportation needs
- Supplemental Nutrition Assistance Program (SNAP)
Disaster SNAP Application Submission
- TransPerfect
Translation Services offered live language support in real time for 200+ languages

FROM OUR CLIENTS

Through 2-1-1 onsite support at the Marshall Fire Disaster Assistance Center, in-person 2-1-1 sat with each individual and family face to face to hold space, learn about their situation, and make the connection to vital resources when they needed it most.

A young woman with two children walked in and was overwhelmed and did not know where to start. She sat down with a 2-1-1 navigator and shared that she had just been approved for a housing voucher shortly after successfully completing a sobriety rehabilitation program, starting a new job, and recently receiving custody of her children. She had recently provided the deposit and first month's rent and begun to restart her life in her new home. The fire had severely damaged her apartment and she had lost everything. She had no clothes or jackets for her nor her children. They had spent the last night in their car with no heat. Through 2-1-1, we assisted her in applying for federal funding through FEMA, found her clothing vouchers, jackets right then and there, food locations nearby, and a shelter for the next few nights. We also connected her with a resource to begin the process for transferring her housing voucher to access new living options and connected her to assistance for receiving a new deposit for a new home. She returned to our 2-1-1 table, and we continued to connect with her multiple times through the following days as she began her journey back to stability.



211 ADVOCACY & LEARNING OPPORTUNITIES

Resources and learning opportunities available to any Coloradan interested in serving and advocating for your community through 211 Colorado

211 Cards & Promotional Materials to share with your community

211 Live Call Shadowing Experience

211 Help Center Tour

Join us in person at a 211 outreach or tabling event

Invite 211 staff to an upcoming event to provide in-person 211 services or to share their experience and impact stories

Volunteer for 211 OR Support in-kind & volunteer needs during a community crisis

211 Advocacy Training: Receive live virtual training to better use 211colorado.org and be better equipped to serve your community when they need help the most

MYFRIENDBEN – PUBLIC BENEFITS ACCESS THROUGH 211



- 24,307 community members accessed public benefits via MyFriendBen with assistance from 211
- \$408 million in total annual benefits
 - \$1,200: Median monthly expenses for households using MyFriendBen
 - 2 adults: Median household size served

Not sure if you qualify for government benefits?

Meet MyFriendBen.

MyFriendBen helps you understand the government benefits, programs and tax credits you're eligible for. In less than 10 minutes, you will know the cash value of those programs and the time it takes to apply so you can quickly make a decision that's right for you.



GET STARTED