



MILE HIGH UNITED WAY 211 HELP CENTER

18 Years of Community Impact

Dial three simple numbers— 211—and reach Mile High United Way’s 211 Help Center to both give and get help in your community. Mile High United Way’s 211 is a free, multilingual service that helps callers navigate through their situation by assessing their needs and then matching them with the best and closest resources in their community. 211 has the largest, most up-to-date database of resources in the Rocky Mountain region for health and human services.

Covering 25 counties in partnership with United Way of Larimer County and United Way of Weld County, we serve the Metro Denver area as well as Northern Colorado – approximately 71 percent of the state’s population. Mile High United Way is available to help Monday through Friday, 8:00 a.m. – 5:00 p.m.

Since our inception in 2003, we’ve received more than 1.5 million calls from people seeking resources.

“During the pandemic we heard a lot about our frontline workers. Today I want you to know that our 2-1-1 navigators were also on the frontlines listening to our community’s needs and fears with both empathy and grace. They not only helped people access the resources they needed – but also were able to reassure them that there was support for them during this time of crisis.”

– Tim Main, Senior Manager, Evaluation and Learning

REFERRALS IN OUR DATABASE

Food | SNAP Benefits Enrollment by Phone | Transportation Assistance | Substance Abuse | Clothing
Children with Special Healthcare Needs | Child Care Options | Older Adult Needs | Medical and Dental Care
Immigration | Prescriptions | Mental Health | Home Repairs | Housing | Rent/Utility Aid | Emergency Shelter
Volunteer/Donation Opportunities and More!



DIAL

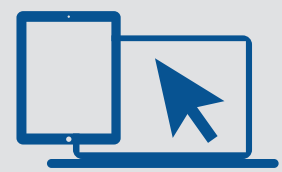
Dial 211 or
(866) 760-6489 toll free



TEXT

Text your ZIP CODE to 898-211*
or download our app

**Standard message and data rates may apply.
Text STOP to opt-out.*



SEARCH/CHAT

Search our database or live chat
at 211colorado.org

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RIDE UNITED



Mile High United Way's 211 Help Center has partnered with United Way Worldwide and Lyft to provide rides for certain situations – call 211 for details.

WHO

Limited rides may be available to get clients connected to services and **should not used for on-going transportation**. The 211 Navigator will explore long-term transportation options for future needs, if needed.

Individuals needing local transportation must reside within the following areas: Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Ft. Collins, Greeley **and all other transportation resources have been exhausted**.

WHAT

Health

- Medical/dental/eye appointments and testing
- Mental health support
- Substance use support
- Pharmacy services
- Apply for Medicare/Medicaid/CHIP

Employment

- Job Interviews
- Commuting to/from work
- Pre-employment needs (i.e. fingerprinting, etc)

Food Security

- SNAP/WIC applications/interviews
- Grocery store/food pantry visits

Education

- Commuting to/from school or daycare

Legal

- Commuting to/from court proceedings/counsel
- Court ordered community service

Housing

- Accessing/maintaining benefits (vouchers, etc)
- Emergency shelter

Economic Stability

- Record Obtainment (SSN, birth/death cert., etc)
- Transportation services (DMV, car repair, etc)

COVID Vaccine Access

- COVID vaccination and booster appointments

WHEN

Rides can only be scheduled between these hours:
Monday - Friday, 8:00 a.m. - 4:30 p.m.

HELPFUL TIPS

What happens when an agency calls for Lyft?

Agencies who help individuals that meet our rider criteria can engage us directly to schedule rides on behalf of their clients.

How quickly can rides be scheduled?

Riders who fit our service criteria can often receive rides immediately, sometimes even while they are on the phone with our Navigators. Riders can schedule rides up to seven days (during business days/hours) into the future and are able to schedule return rides, when appropriate. Contact our navigators to learn more.

What if a client has never utilized Lyft before?

211 navigators are careful to describe the process of accepting a ride to clients new to the Lyft process. We help explain the basics of utilizing Lyft to ensure clients successfully connect with their driver and recognize that they cannot modify the ride once 211 has scheduled it.

Why must clients have text/phone with service?

Lyft communicates all updates to the client via text or with a phone with service, informing them of pick-ups and driver details, ensuring that the client gets the ride they need. If there are changes to the driver or pick-up, those details are also sent via text or a Lyft agent relays information over the phone to client. We have no other way to share this information with riders.

How you can help?

- Please use discretion when referring clients to us and exhaust all other transit options first.
- Please inform clients that a referral will not result in a guaranteed ride, as rides are based on funding available to us.