

United Way  
Mile High United Way

# MILE HIGH UNITED WAY 2-1-1 HELP CENTER





# 211 MISSION

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

2-1-1 is a confidential and multilingual service connecting people to vital resources across the state. No matter where you live in Colorado, you can find information about resources in your local community.

- ❖ Free
- ❖ Multilingual
- ❖ Confidential
- ❖ Statewide
- ❖ Provides up to date information, resource and referral services, and direct assistance options

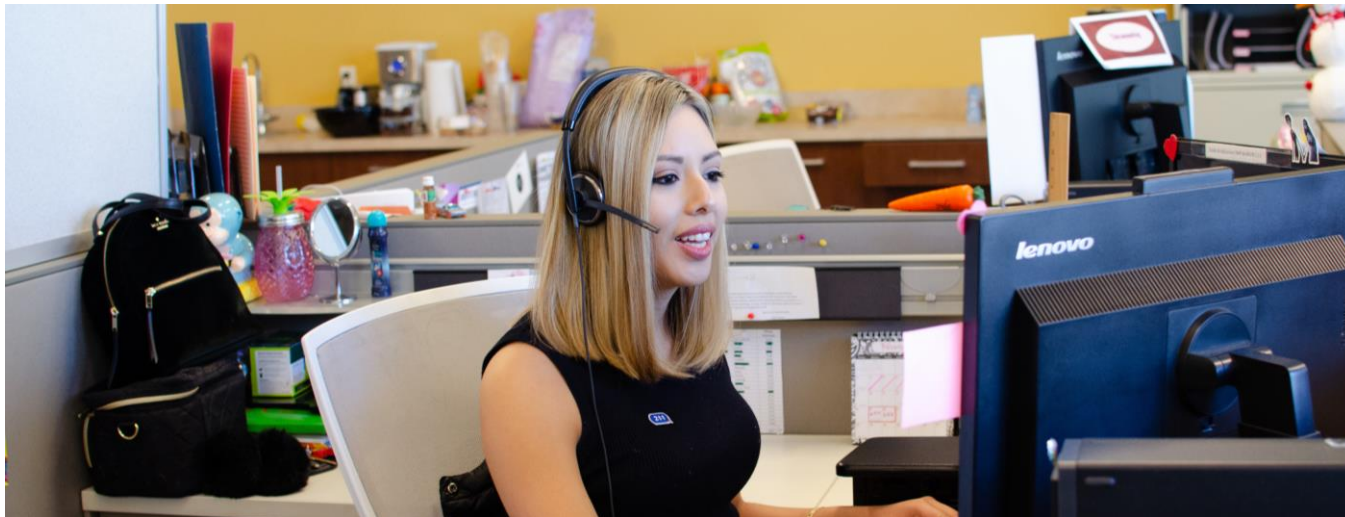


# COMMUNITY PARTNERSHIPS



The 2-1-1 program regularly identifies key partnerships that can act as supplemental services to 2-1-1 clients.

For example, when callers are seeking COVID vaccine appointments, our navigators will evaluate all presenting needs including if they are facing transportation challenges. Because of these partnerships the navigator can offer a free rideshare through the 2-1-1/Lyft program.



## Additional Partnerships

- Child Care Resource & Referral
- Lyft – Ride United
- Denver Water
- Refugee resettlement
- Supplemental Nutrition Assistance Program
- Family Health Line
- Boulder County Human Services
- CDPHE Vaccine response

# How can 211 play a role in Libraries?

- Anyone in need, whether it be for a shelter for the night, a hot meal, a ride to that hot meal, or a shower or place to stay warm this winter, 211 is three simple digits that you can dial to get help now to address any critical need that you or someone you know is facing.
- 211 resources are available for calls and live chats every Monday - Friday, 8 a.m. – 5 p.m. while our resources remain available to view through our website 24/7

## Resources that may be of higher service:

- **Emergency shelters**
- **Transportation services**
- **Mental health providers**
- **Food assistance**
- **Legal services**
- **Immigration assistance**

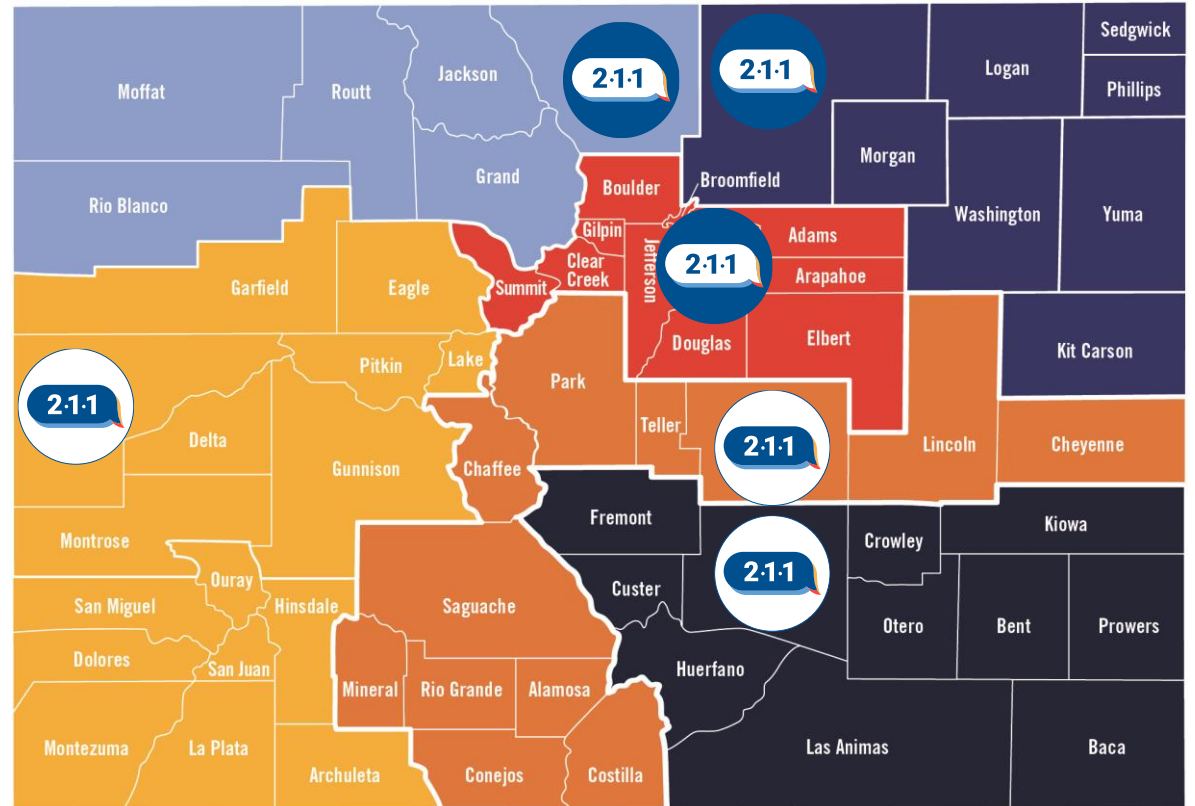


# 211 COLORADO COLLABORATIVE

211 Border-to-Border Service Coverage is provided by seven members and four call centers: Denver, Colorado Springs, Grand Junction and Pueblo.

Mile High United Way supports call center infrastructure in two of the four centers and is responsible for continued development for the 211 Colorado website and search tool.

In 2021 the Mile High United Way 211 call center provided coverage for 71% of the state population and fielded 72.4 % of the systems total call volume.



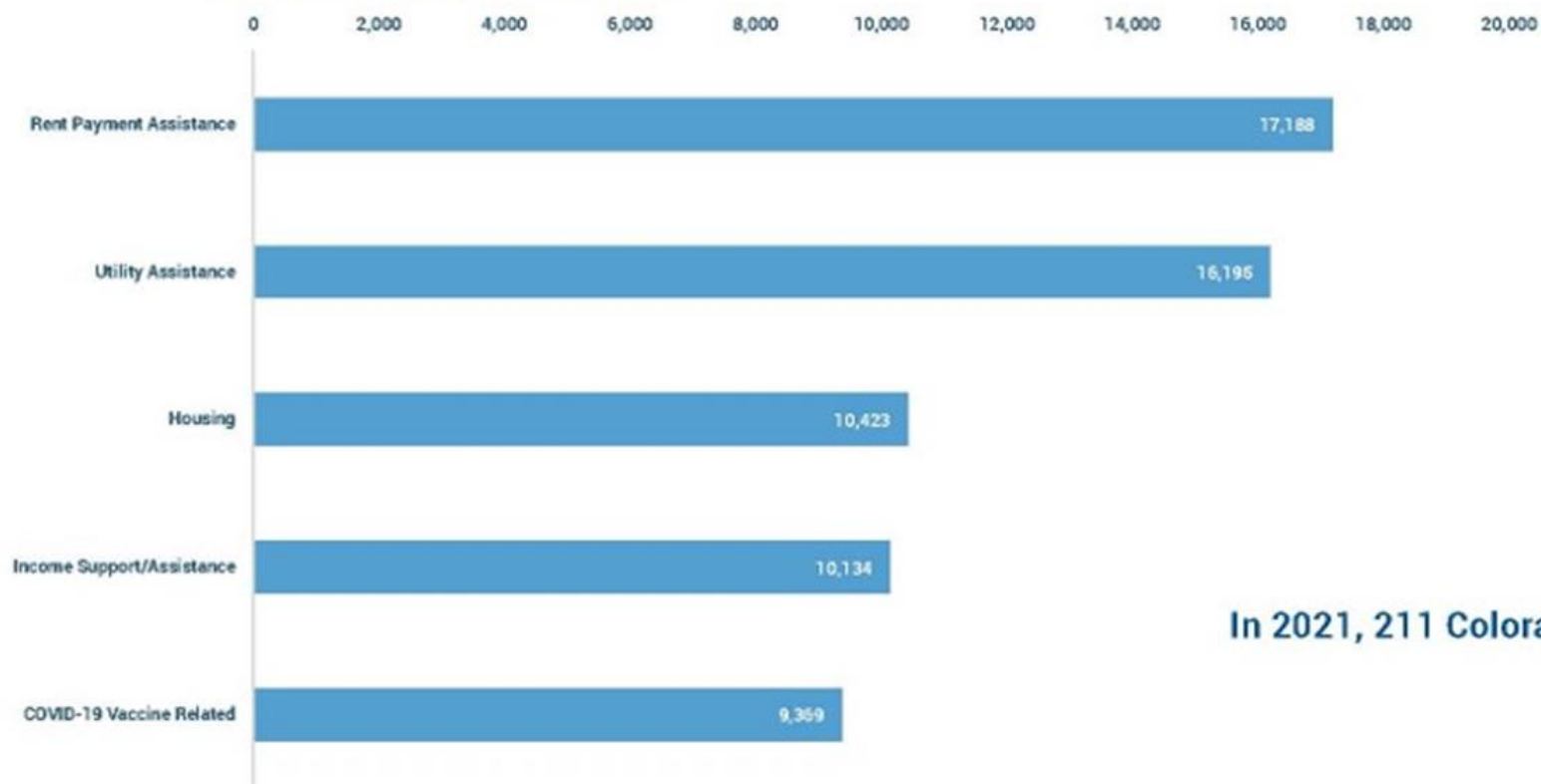
211-1 Call Center Managed/Supported by Mile High United Way



211-1 Call Centers



## TOP 5 PRESENTING NEEDS STATE OF COLORADO 2021



In 2021, 211 Colorado's Contact Volume  
exceeded **170,600**

# 2020-2022 DISASTER SUPPORTS

**316,960**

**MARCH 2020 – MARCH 2021**

**REQUESTS FOR COVID INFORMATION &  
TESTING LOCATIONS THROUGH  
2-1-1**

**12,616**

**MARCH 2021 – MARCH 2022**

**REQUESTS FOR VACCINE INFORMATION  
AND APPOINTMENT  
LOCATIONS THROUGH 2-1-1**

**1,000**

**JAN – APRIL 2021**

**COVID-19 VACCINES DISTRIBUTED AT  
MILE HIGH UNITED WAY IN PARTNERSHIP  
WITH HEALTH CARE PROVIDERS & STATE  
EQUITY TASKFORCE**

**754**

**FALL 2020**

**CAMERON PEAK WILDFIRE EMERGENCY  
RELATED INFORMATION, CONNECTION  
TO RESPONSE AND RECOVERY  
RESOURCES THROUGH 2-1-1**

**1,557**

**DEC 2021 – MARCH 2022**

**MARSHALL FIRE EMERGENCY  
RELATED INFORMATION, CONNECTION TO  
RESPONSE AND RECOVERY RESOURCES  
THROUGH 2-1-1**

**542**

**APRIL – NOV 2022**

**LYFT RIDES SCHEDULED FOR REFUGEES  
FOR IMMEDIATE RESOURCES**



# 2-1-1 Colorado

## Get Connected. Get Help.

### Serving all Colorado communities.

Search

- SEARCH BY CATEGORY
- COVID-19 RESOURCES
- WILDFIRE RESOURCES

Select Language |



# THINK OUTSIDE THE BOX



## BE A CONNECTOR

Tap into your spheres of influence and make introductions in order to develop critical partnerships (i.e., business, education, policymakers, etc.)



## BE AN AMBASSADOR

Tell the story, promote, and understand Mile High United Way's impact



## BE AN ADVOCATE

Support and advocate for policies that promote equity, racial justice, and can shape long-term opportunities



## BE A THOUGHT PARTNER

Join an affinity group or volunteer your professional skills



THANK YOU!

