

Western Colorado   
**2-1-1**<sup>TM</sup>  
**MONTHLY REPORT**  
**JANUARY 2016**

Total Calls for  
Jan 2016:  
**615**

Total Calls by County:

Mesa: **521**

Delta, Montrose, Gunnison, San Miguel, Ouray, Hinsdale: **37**

Garfield, Eagle, Pitkin, Lake: **24**

San Juan, Dolores, Montezuma, La Plata, Archuleta: **19**



Demographics

Family: **198**

Adult/Single: **275**

Senior: **153**

Disabled: **155**



Top 5 Needs

1. Income Tax Related
2. Utility Bill Assistance
3. Health Care
4. Individual & Family Support
5. Information Services

Top 3 Unmet Needs

1. Rental Assistance
2. Transportation
3. Health Care

\*An unmet need is defined as I&R Specialist cannot find a service to meet the caller's situation, or the caller has already accessed all available services for that need, or wait list is too long

- For **January 2016**, **52%** (or **320**) of our callers were confirmed to be **under 185% of the Federal Poverty Level**



**WHAT'S NEW!**

- Tax Season 2016 has begun. Our calls have been increasing steadily this past month with **290 tax calls** for January!