

An aerial photograph of a city skyline, likely Denver, Colorado, featuring a dense cluster of skyscrapers in the background and various urban developments, including a large park area with a winding path and a body of water in the foreground. A semi-transparent white rectangular box is centered over the image, containing the report's title and subtitle.

Community Report 2020

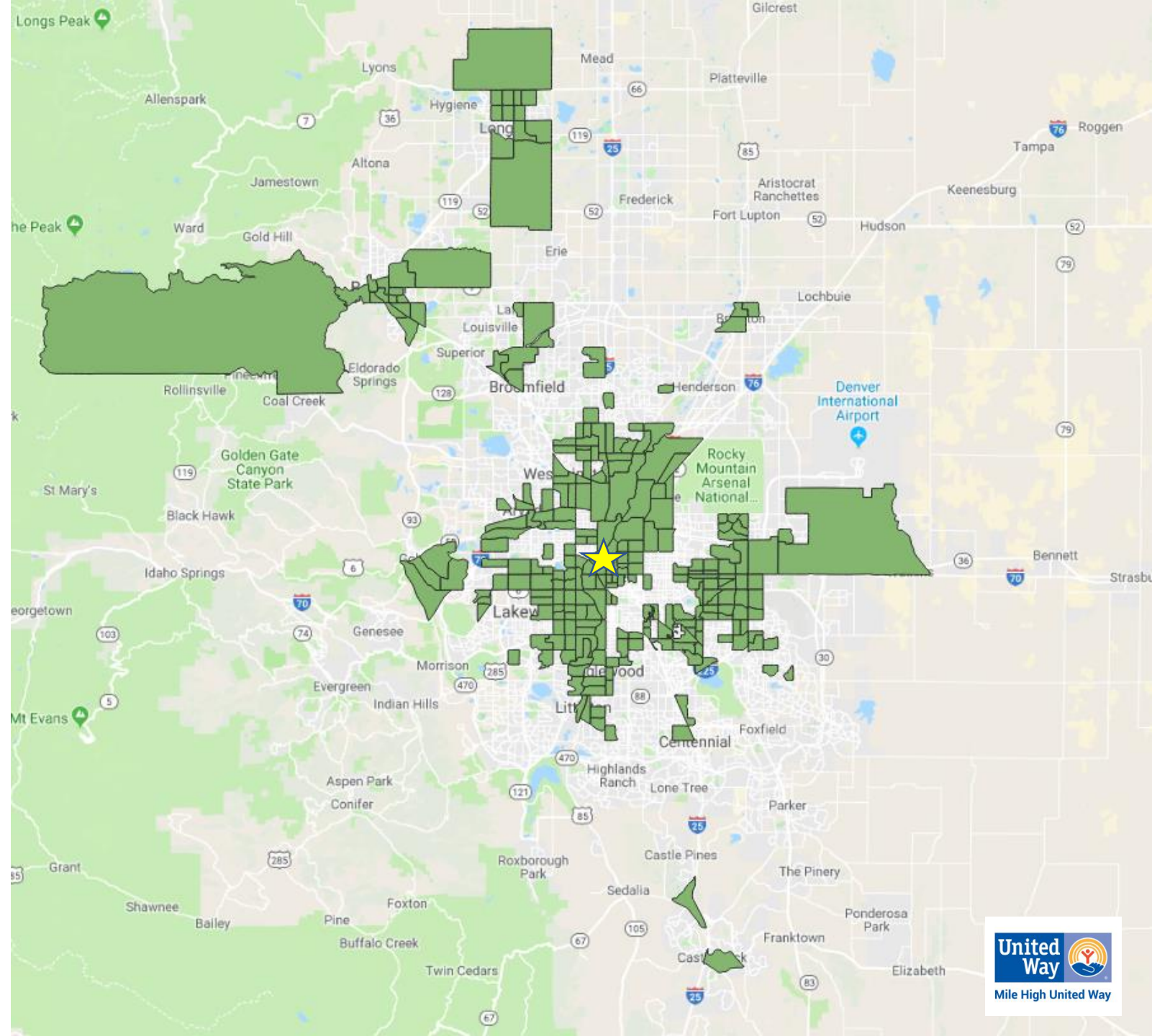
Neighborhood Data and COVID-19 Impacts

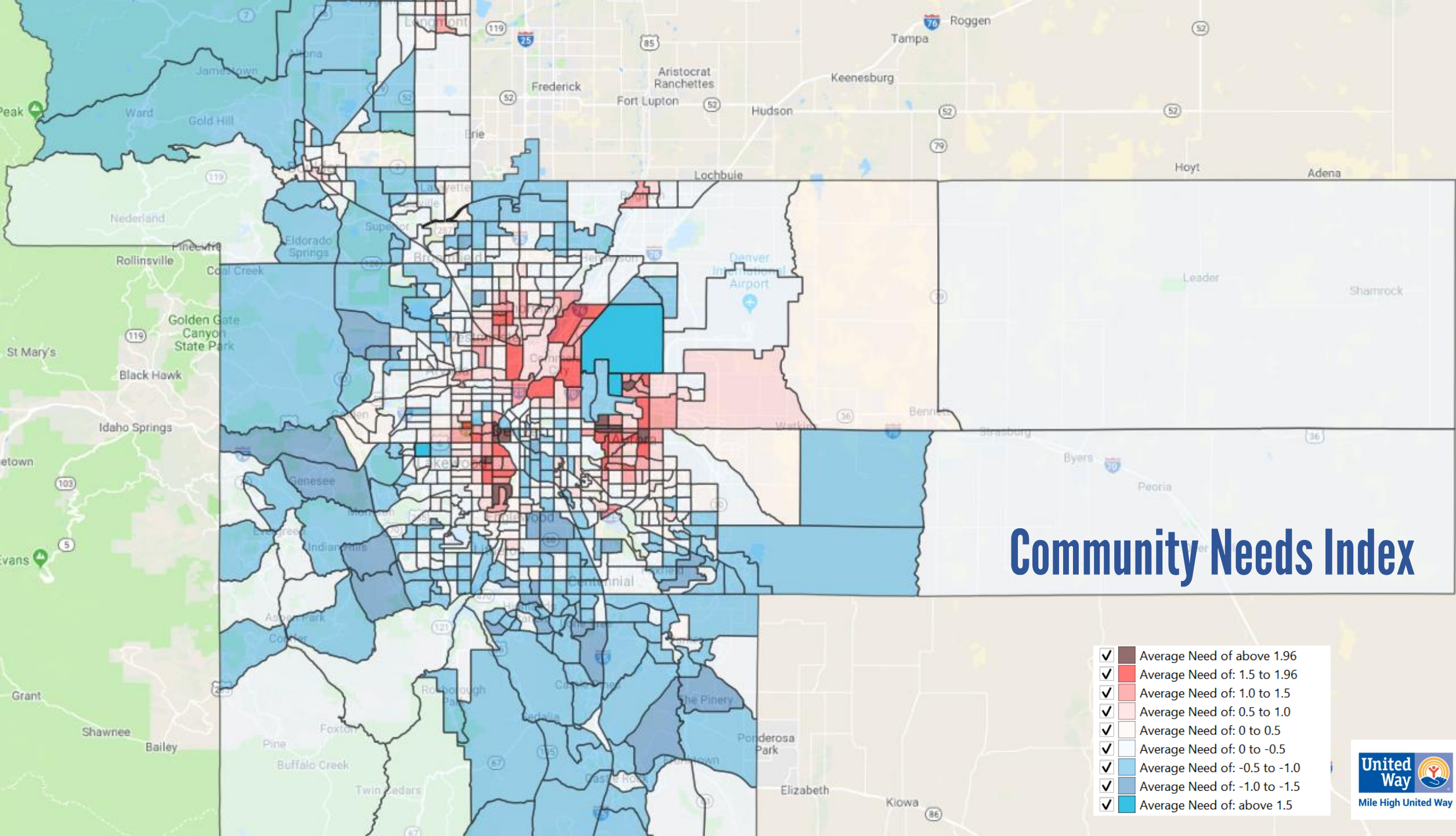
Community Index Mapping

Mile High United Way's Evaluation Team has done extension research and analysis across the 7 Front Range counties in which we work to assess the communities' needs and our strategic programmatic approach.

First layer: Poverty in Metro Denver

- This map shows all 248 neighborhoods in our 7-county Mile High United Way footprint that have **above average levels of poverty** (higher than 11%).
- There are **220,930** people living in poverty in the areas on this map.



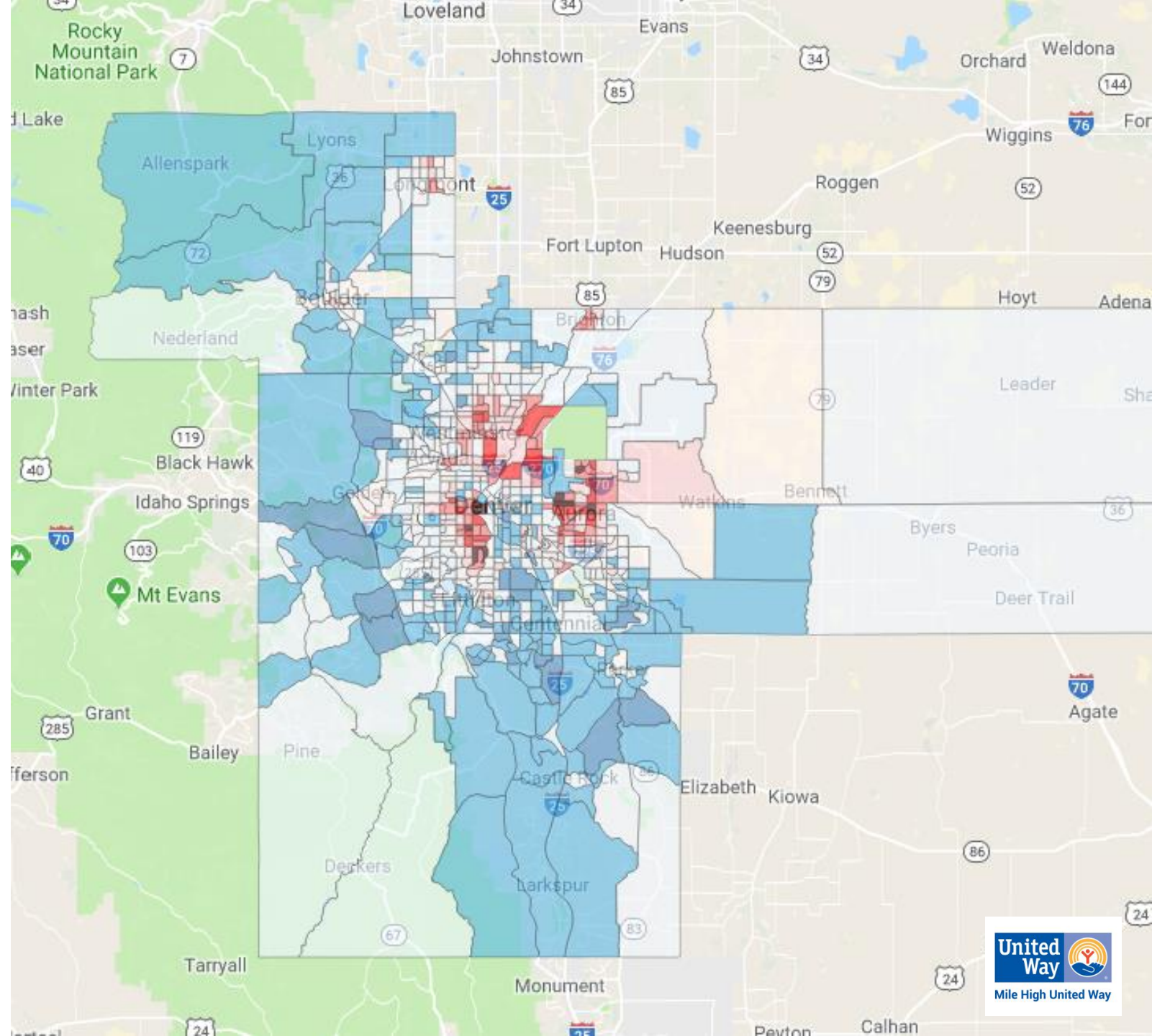


Community Needs Index

- ✓ Average Need of above 1.96
- ✓ Average Need of: 1.5 to 1.96
- ✓ Average Need of: 1.0 to 1.5
- ✓ Average Need of: 0.5 to 1.0
- ✓ Average Need of: 0 to 0.5
- ✓ Average Need of: 0 to -0.5
- ✓ Average Need of: -0.5 to -1.0
- ✓ Average Need of: -1.0 to -1.5
- ✓ Average Need of: above 1.5

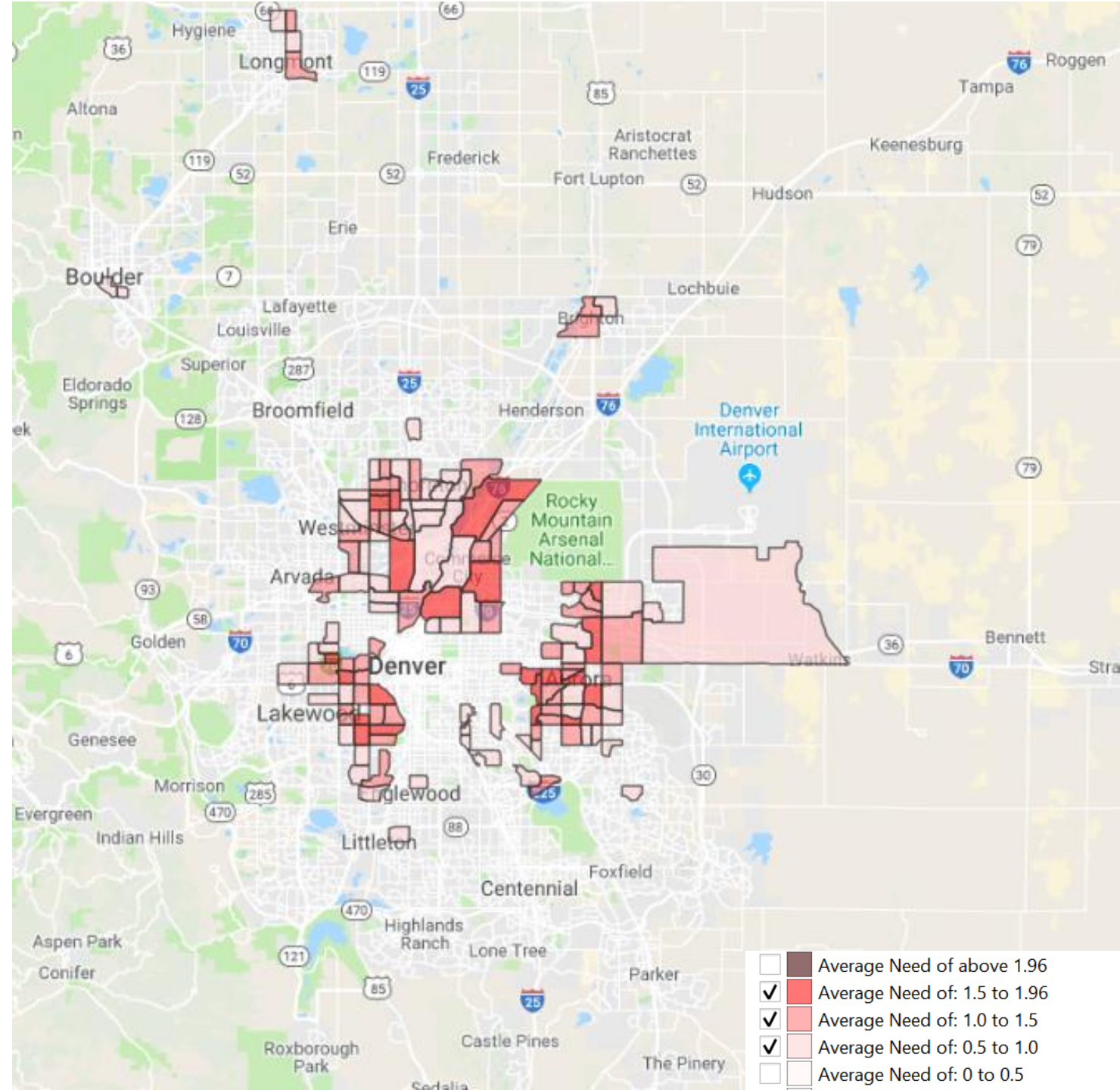
Community Needs Index

- This map represents the entire 7 counties on the Community Needs Index.
- **Blue** neighborhoods are areas that have **lower than average need** (areas are doing better).
- **Red** neighborhoods are areas that have **higher than average need** (areas that are not doing well).



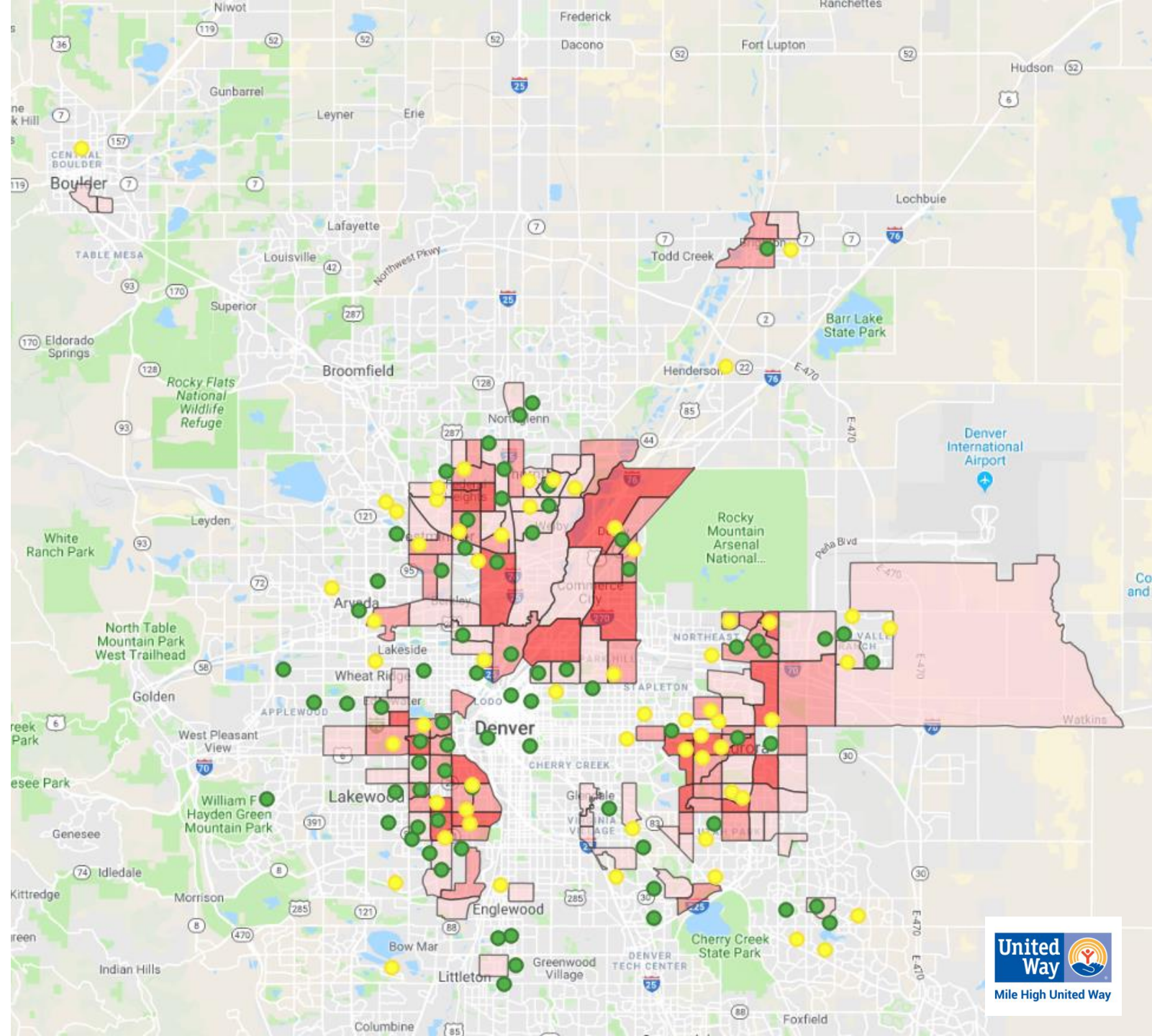
Identified Priority Areas

Based on our assessment, the Priority Areas indicated in this map represent neighborhoods that we believe would benefit from our place-based programmatic strategy.



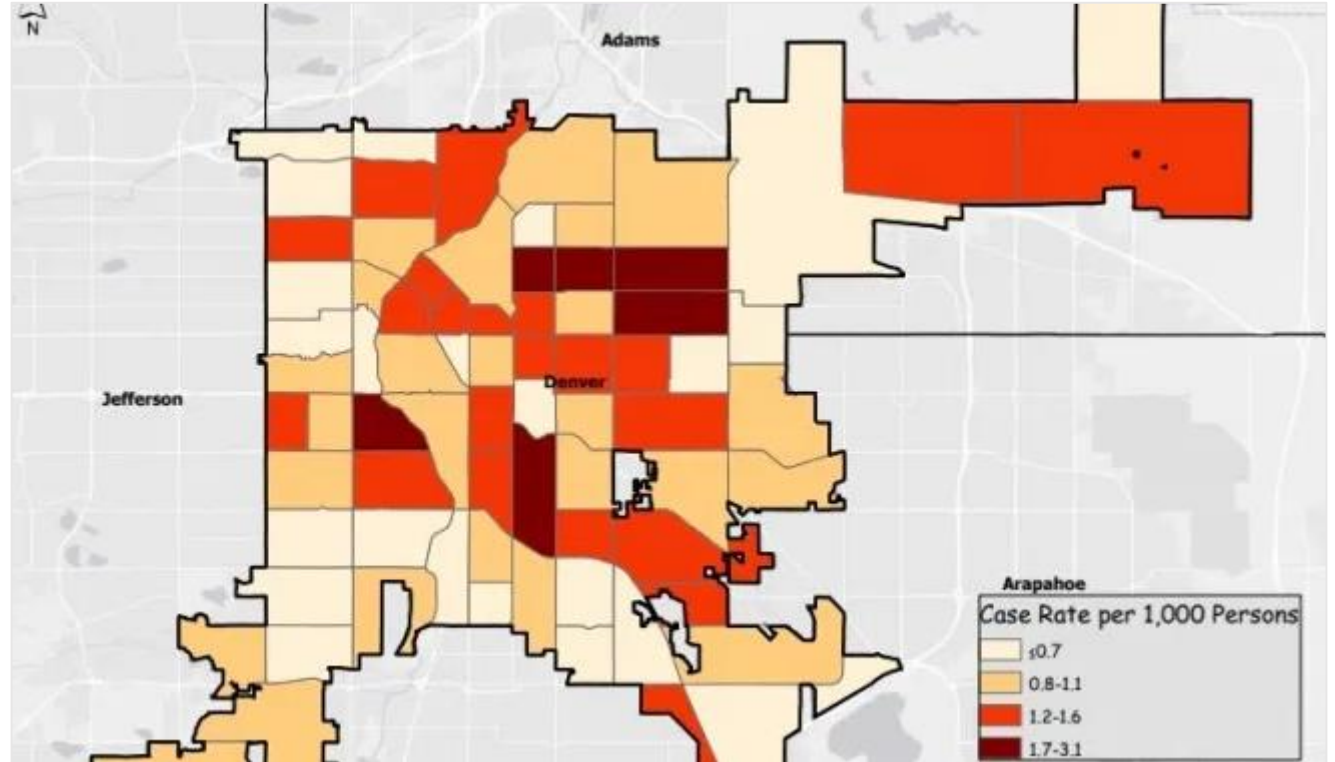
Identifying Schools

- Schools are a core component of our United Neighborhoods strategy.
- Our work is focused in Elementary schools because they are trusted locations in which to embed community navigators.



COVID-19 Neighborhood Impact

- We have seen that **COVID-19's impact** on individuals and families across Colorado has been **markedly uneven**.
- The neighborhoods that we had already identified as **facing the greatest challenges before COVID-19** took an even heavier hit than the rest of our community.
- In the Denver Metro area, the neighborhoods of **Globeville and Elyria-Swansea** where Mile High United Way has focused place-based school, family, and small business initiatives, are among the most highly impacted by COVID-19 cases, as well as neighborhoods like Montbello and Valverde.
- These neighborhoods have low to moderate income levels and are also home to more black and Latino residents.

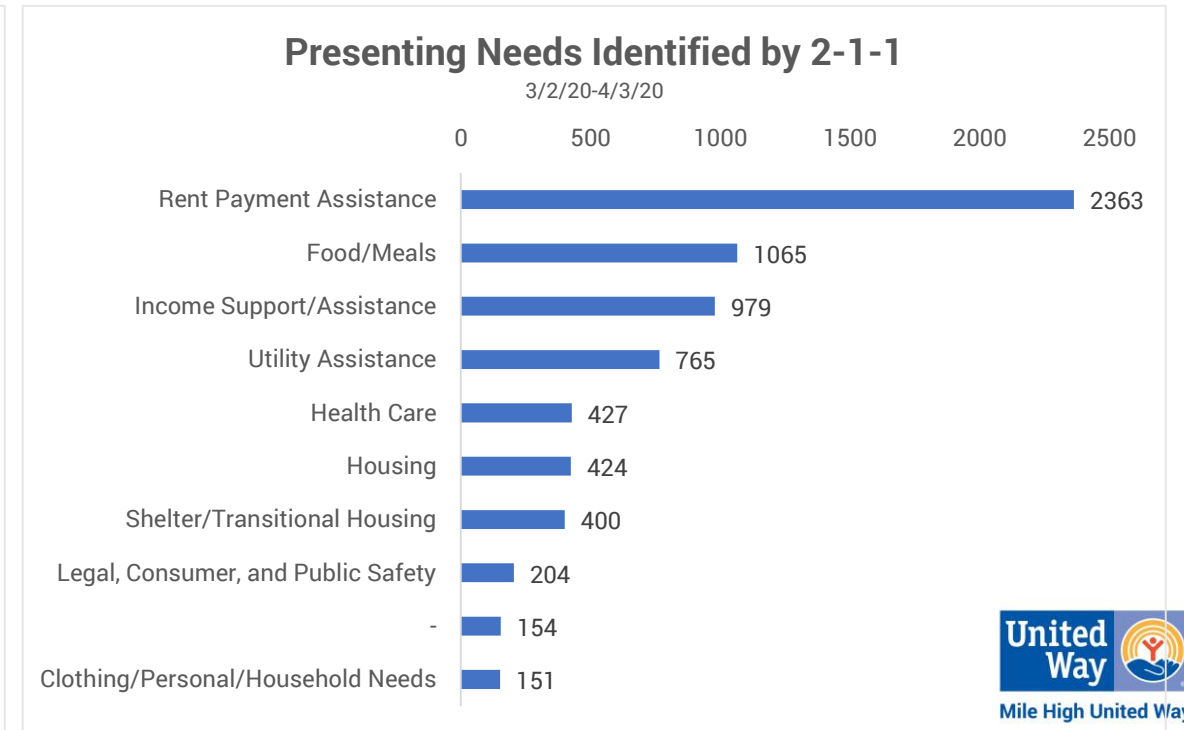
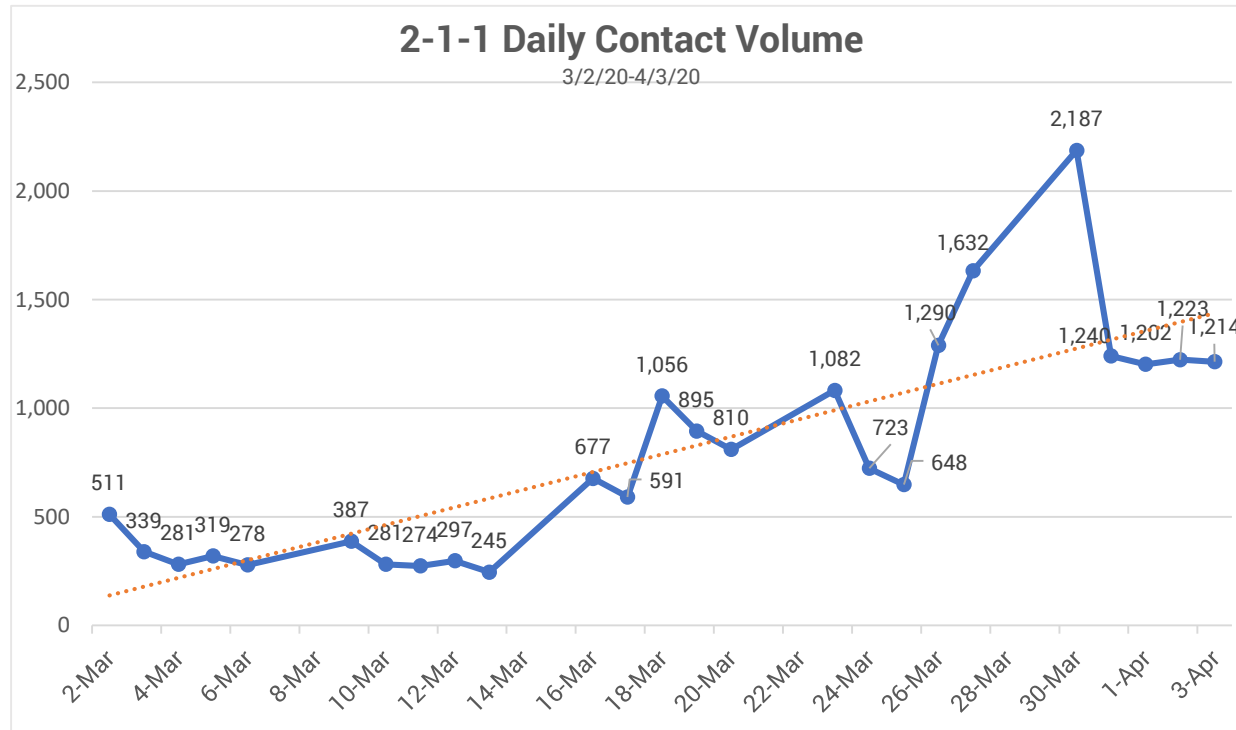


A breakdown of COVID-19 cases by neighborhood in Denver. Image courtesy of the Joint Information Center, via Denverite.

COVID-19 Escalation

- As the COVID-19 crisis grew in Colorado, we experienced a rapid, unprecedented increase in calls for resources through our 2-1-1 Help Center.
- As announced by Governor Polis in March, our **2-1-1 Help Center is the statewide first line of response for all human services needs as they relate to COVID-19.**
- 2-1-1 has the largest, most current database of resources in Colorado for health and human services, covering 25 Colorado counties and 71% of the population.

- In the first month alone, we received more than 20,000 contacts, and by **March 25 this had risen to more than 2,100 daily contacts**, much more than the regular average of 330 calls per day.
- Investments are being made in the infrastructure of both the internal database and the external, public facing search functions in order to respond to the increased need.
- Within this increased call data, we see where our community members need resources the most.

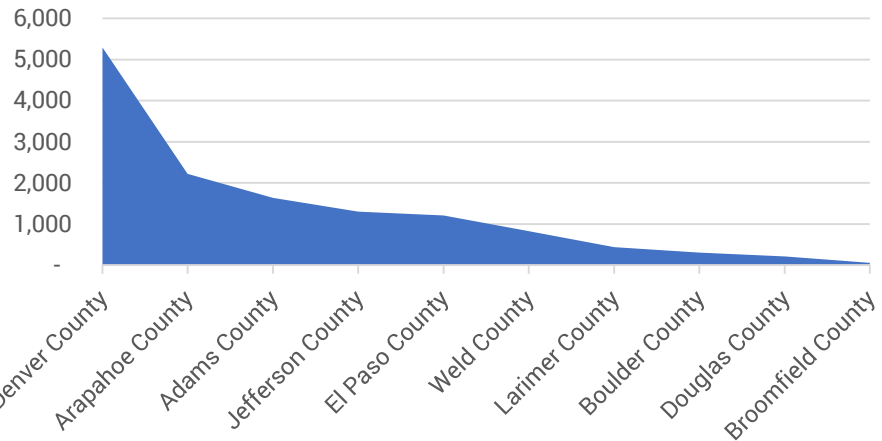


COVID-19 Escalation

- As we look at statewide data, we see contacts to 2-1-1 most concentrated along Front Range counties
- The highest rate of contacts to 2-1-1 are received from young adults between the ages of 21-25, and
- The majority of callers (67%) are women
- After English, the primary language spoken by callers is Spanish

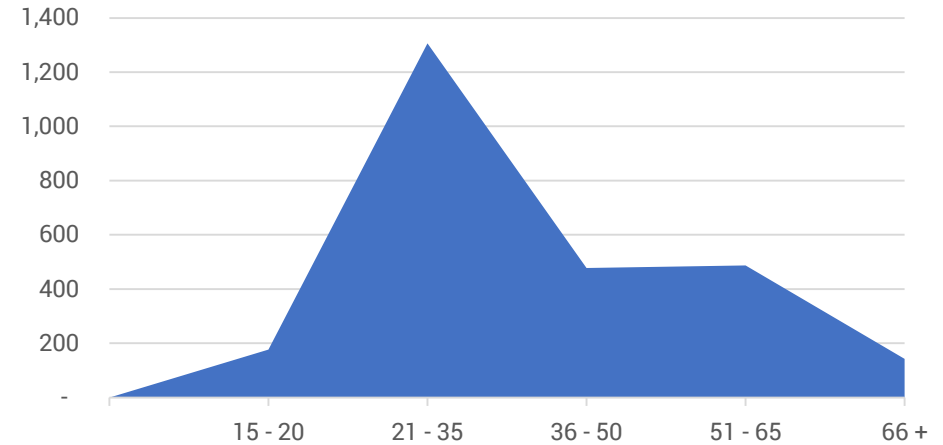
2-1-1 Contacts by Colorado County

3/3/20-4/15/20



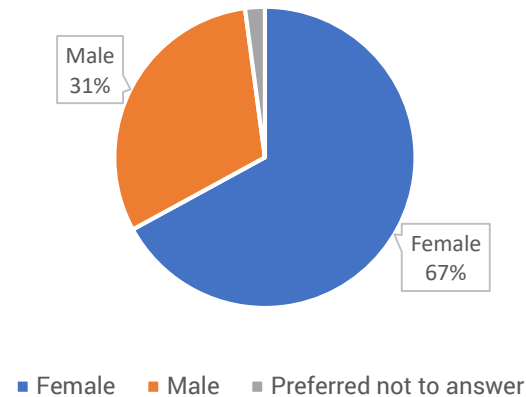
2-1-1 Contacts by Age Group

3/3/20-4/15/20



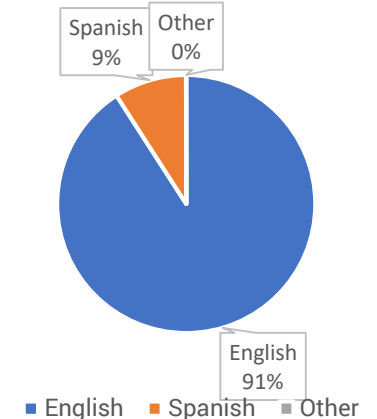
2-1-1 Contacts by Gender

3/3/20-4/15/20



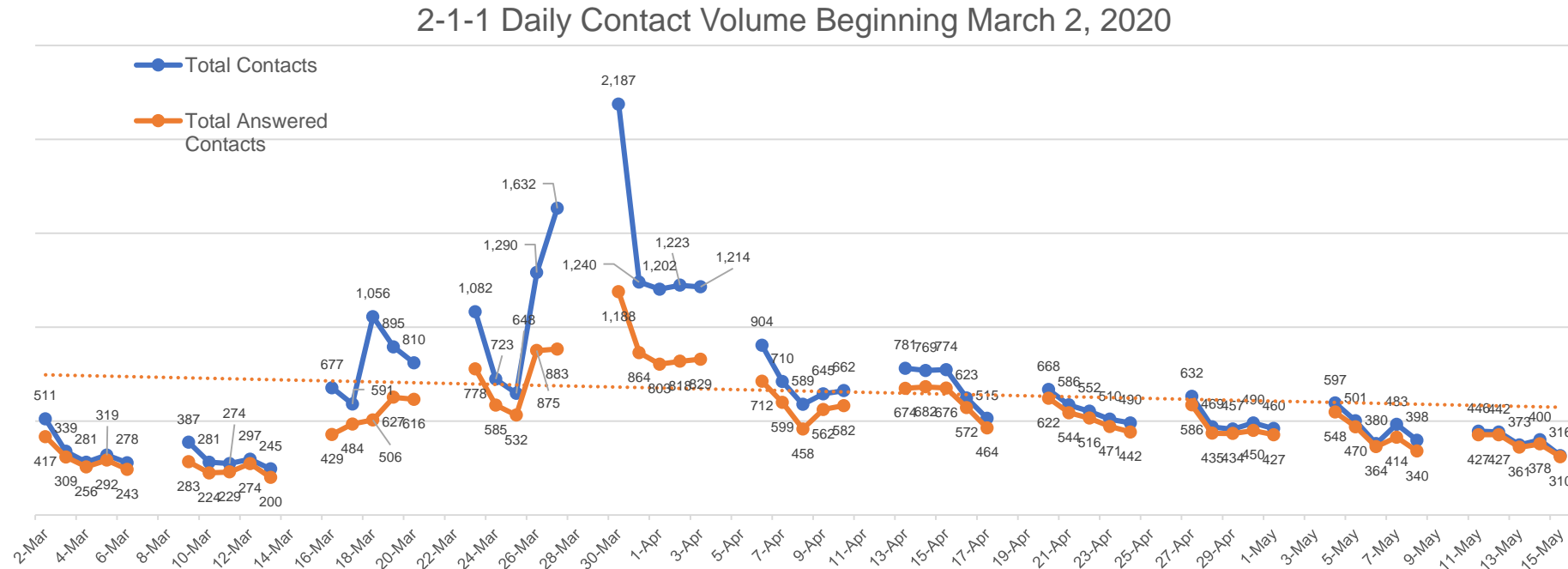
2-1-1 Contacts by Language Spoken

3/3/20-4/15/20



COVID-19 Ongoing Response

As 2-1-1 daily contact volume begins to settle into near-normal daily averages, we find that the persisting needs remain consistent.



The top presenting needs remain:

- Rent Payment Assistance
- Utility Assistance
- Food and Meals

In May we have seen requests for Housing rise to the fourth-most requested referral.

Since March 2, 2020, Mile High United Way's 2-1-1 Help Center has received 36,304 contacts seeking assistance.*

*as of May 15, 2020

