



FOR IMMEDIATE RELEASE

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2-1-1 Colorado has Connected Coloradans to Needed Resources for 20 Years

Over 34,501 Requests for Assistance Were Managed by Pikes Peak United Way In 2022

Colorado Springs, Colo. — Founded in 2002, 2-1-1 Colorado has helped Coloradans connect to the resources they need for rent assistance, jobs, health, and more for 20 years. [Pikes Peak United Way](#), serves residents of 12 counties (Alamosa, Conejos, Costilla, Chaffee, Cheyenne, El Paso, Lincoln, Mineral, Park, Rio Grande, Saguache and Teller) and is celebrating this anniversary with 2-1-1 Colorado. "Every day, Pikes Peak United Way receives dozens of contacts from Coloradans needing help making rent, caring for a loved one, connecting to health care resources, and more," shared Ange-Elie Jean, director of 2-1-1 for Pikes Peak United Way. "If it weren't for 2-1-1 Colorado and the connection to human services that it provides, there would be more workers struggling with job loss, more older adults remaining lonely and isolated, and more children living with families experiencing homelessness."

Pikes Peak United Way 2-1-1, is the go-to resource that helps people across the region find the local resources they need. 2-1-1 is a comprehensive information and referral service that connects users to an exhaustive listing of more than 8,000 services throughout Colorado. It streamlines nonprofit and governmental assistance access by providing one central location where Coloradans can connect. Trained 2-1-1 resource navigators assist individuals, families, and service providers seeking community services in times of need. 2-1-1 provides access to rent and utility support, food resources, adult and child daycare options, legal and tax assistance, and more. The service is available in English, Spanish, and other languages. Many contacts come in by phone, but contacts can also be made by text, chat, email, traditional mail, and website contact.

Marsha's experience represents a typical 2-1-1 user. While she did well living alone since her husband passed away, Marsha eventually became overwhelmed trying to take care of everything her lifelong partner used to do. Frustrated and discouraged, she called 2-1-1. Her friendly resource navigator guided Marsha in problem-solving for solutions, gave her a list of resources with contact information, made a direct connection for the most critical needs, and assisted Marsha in getting essential support for living independently as a senior citizen. With a resource database that is updated daily, anyone can use 2-1-1 Colorado via phone (dial 2-1-1), text (send zip code to 898-2-1-1), or at the www.2-1-1Colorado.org website.

In 2002, the Colorado Public Utilities Commission approved a plan for integrating a system of then-independent information and referral services and provided it with the 2-1-1 dial code. 2-1-1 Colorado was born. Today, 20 years later, 2-1-1 Colorado has assisted over 3 million Colorado households and provides border-to-border coverage, serving all of Colorado's 64 counties. In addition to Pikes Peak United Way, 2-1-1 Colorado includes Hilltop Community Resources, Mile High United Way, Senior



Resource Development Agency in Pueblo, United Way of Larimer County, United Way of Southwest Colorado, and United Way of Weld County.

With an average of 10,000 contacts received statewide each month, 2-1-1 Colorado volume increased significantly during 2020 and 2021 in response to the COVID-19 pandemic; some months exceeded 20,000 contacts. With each call, 2-1-1 Colorado resource navigators helped callers better understand what they were facing, the available resources, and the next best steps to take. The typical presenting needs in any season include food and housing support, rent payment and utility assistance, and emergency shelter.

Visit <http://www.2-1-1Colorado.org> or <https://www.ppunitedway.org/2-1-1/> to find out more.

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About 2-1-1 Colorado: 2-1-1 Colorado is a confidential and multilingual information and referral service connecting Coloradans to vital resources. With seven partnering organizations and four contact centers throughout the state, the 2-1-1 Colorado database contains data for nearly 8,000 services that more than 2,800 agencies support. No matter where we live in Colorado, we can find information about local life-saving and live-enhancing community resources through 2-1-1 Colorado.

About Pikes Peak United Way: The mission of Pikes Peak United Way is to enhance youth success and family stability in the Pikes Peak region by leading and lifting the most vulnerable in our community with mentorship, life resources, and real job opportunities. Our signature programs and partner agencies focus on connecting youth and their families to help at the front end of their life journey to ensure access to fundamental needs of food, shelter, and learning resources. Pikes Peak United Way is celebrating its 100th year and will host a series of celebratory events in 2022 and 2023. Visit <https://www.ppunitedway.org/> for more information. #LiveUnited