

**Volunteer and Donations Management
Support Annex
Colorado State Emergency Operations Plan**

LEAD COORDINATING AGENCY: Division of Emergency Management

SUPPORT AGENCIES: Adventist Community Services Disaster Response (Lead Support Agency / Donations), Colorado Volunteer Center Network (Lead Support Agency / Volunteer), Colorado Voluntary Organizations Active in Disaster, Colorado 2-1-1 Collaborative, American Red Cross, The Salvation Army

I. PURPOSE

- A. The Volunteer and Donations Management Support Annex outlines a framework to facilitate the effective coordination and utilization of spontaneous unaffiliated volunteers and undesignated unsolicited in-kind donations to meet the needs of affected communities in Colorado following major emergencies and disasters.
- B. This annex identifies two teams to coordinate and support the efforts of government partners (local, state, federal) and voluntary organizations (non-profits, faith-based groups, and community-based organizations). The roles of these two teams are outlined below:
 - 1. Volunteer Coordination Team (VCT) – The role of the VCT is to coordinate and facilitate the effective management and utilization of spontaneous unaffiliated volunteers from the general public and private sector in the response and recovery efforts following a disaster.
 - 2. Donations Coordination Team (DCT) – The role of the DCT is to coordinate and facilitate the effective management and allocation of unsolicited undesignated in-kind donations offered from the general public and private sector in the response and recovery efforts following a disaster.

II. SCOPE

- A. This annex provides guidance on the role of the State and partner agencies in volunteer and donations coordination in response to disasters in Colorado. The scope of coordination activities is outlined below:
 - 1. Volunteer Coordination - involves a process for effectively matching unaffiliated spontaneous volunteers with credible voluntary organizations. The State, along with the VCT, encourages individuals to affiliate with a Colorado Voluntary Organizations Active in Disaster (COVOAD) member agency, or other credible organization, to volunteer their services in relief and recovery activities.

2. Donations Management - involves a process for effectively matching unsolicited undesignated in-kind donations with credible voluntary organizations. The State, along with the DCT, encourages individuals to contribute donations to a COVOAD member agency, or other credible organization. The State encourages the donations in the form of financial contributions whenever possible.
3. Any reference to volunteer offers and donated goods means unaffiliated spontaneous volunteers and unsolicited, undesignated in-kind donations, as described below:
 - a. Spontaneous Unaffiliated Volunteers - refers to spontaneous offers of volunteer assistance by members of the general public and / or private sector wanting to assist in response and recovery efforts who are not affiliated with a COVOAD member agency or other credible organization engaged in response and recovery.
 - b. Unsolicited, Undesignated in-kind Donations - refers to undesignated in-kind donations offered by members of the general public and / or private sector intended to support response and recovery efforts that have not been designated toward a specific agency.
4. When implemented, this Volunteer and Donations Management Annex will be supplemental to, and will not interfere with, established donation and volunteer coordination systems already in place by COVOAD member agencies, or other response and recovery agencies.

III. SITUATION

- A. This Annex will be implemented in response to major emergencies or disasters that overwhelm local capabilities to manage spontaneous unaffiliated volunteers and unsolicited undesignated in-kind donations. The VCT and DCT will convene a meeting under the purview of this Annex when one or more of the following triggers are met:
 1. Upon request of emergency management agency (state or local jurisdiction)
 2. Upon request of a DCT / VCT member agency
 3. In the event of a Governor-declared disaster
- B. The Division of Emergency Management (DEM), as the Lead Coordinating Agency, in conjunction with the Colorado Volunteer Organizations Active in Disaster (COVOAD) Chair (or designee), will facilitate a meeting / conference call when a trigger is met, at which time it will be determined if there is a need for official activation of this Annex.

IV. ASSUMPTIONS

- A. The State will seek to partner with private voluntary organizations with expertise in donations and volunteer management and will look to these agencies to provide guidance and leadership in the design and execution of volunteer and donation management systems. The State will be responsible for the strategic coordination of these agencies, and other stakeholders, with regards to donations and volunteer management.
- B. State and local governments, in close collaboration with VOADs, hold primary responsibility for the coordination of undesignated donations and unaffiliated volunteers in a disaster. While the State and local governments may lead the coordination of donation and volunteer operations, the State does not possess any authority over its voluntary agency partners. Further, the State will not alter or otherwise impede the normal operations of voluntary organizations.
- C. The State recognizes that offers from the public and private sector are important resources in the response and recovery efforts and must be effectively coordinated. In most cases, financial contributions to credible voluntary organizations will be encouraged. Other offers of assistance may be in the form of in-kind donations (food, clothing, products, equipment etc...) or volunteered time.
- D. Offers of undesignated donations and spontaneous unaffiliated volunteers will need to be effectively coordinated to ensure timely delivery of goods and services to those affected by disasters. Such efforts must involve inter-agency collaboration among governmental and tribal agencies, voluntary agencies, community-based organizations, faith-based groups, the private sector and the media.
- E. If not effectively managed, undesignated in-kind donations and spontaneous volunteers can prove detrimental to relief efforts. Unplanned deliveries of donated goods to a disaster site and spontaneous unaffiliated volunteers can jam distribution channels, overwhelm government and voluntary agencies, and interfere with response and recovery efforts.
- F. Careful donations management and volunteer management planning and strategies will reduce problems associated with unsolicited donations and spontaneous unaffiliated volunteers.
- G. This annex does not supersede the plans, policies or procedures of voluntary organizations nor does it affect offers of donations / volunteer assistance directed to specific voluntary agencies.

V. CONCEPT OF OPERATIONS

Upon activation of this Annex, the DEM Director will designate a DEM staff member to serve as Coordinator for both the Volunteer Coordination Team and the Donations Coordination Team.¹ The Coordinator, representing DEM as the Lead Coordinating Agency, is responsible for coordinating the overall State effort, collaborating with appropriate agencies to determine available resources and needs, and maintaining communication with State emergency management officials, including appropriate Emergency Support Functions (ESFs) at the State Emergency Operations Center (SEOC). The DCT and VCT may convene jointly or separately, as determined by the event.

A. Volunteer Coordination Team Operations

1. The Volunteer Coordination Team (VCT) is tasked with coordinating and facilitating the effective management and utilization of spontaneous unaffiliated volunteers from the general public and private sector in the response and recovery efforts following a disaster.
2. The VCT will utilize the 'Donations and Volunteer Management Guidelines' as a guide for effective execution and coordination of VCT activities.
3. The Colorado Volunteer Center Network (CVCN) will assume the role of Lead Support Agency - as outlined in this Annex and the Memorandums of Understanding (MOUs) between DEM and CVCN member agencies.
4. In times of activation, DEM will prepare Mission Assignments for CVCN agencies as needed.
5. When activated, CVCN will utilize their Volunteer Coordination System (VCS), a comprehensive system designed to facilitate the matching of spontaneous volunteers with credible organizations providing relief and recovery services.
6. CVCN's VCS coordinates spontaneous volunteers, documents volunteer registration, captures requests for volunteers and provides guidance on how to best volunteer in response to a disaster. This may include the establishment of a Volunteer Reception Center.
7. Voluntary agencies that receive volunteers through CVCN will be responsible for feeding and, when necessary, housing volunteers affiliated with their organization. Documentation of volunteer hours and the types of work involved should be maintained by voluntary agencies.
8. Local emergency managers may contact the SEOC to request volunteers to assist with relief efforts. Requests for volunteers made directly to the EOC may be particularly appropriate with larger disaster where emergency

¹ In certain situations, including larger disasters, the State may choose to identify a separate Coordinator for each team.

managers are likely to be overwhelmed. Alternatively, local emergency managers may choose to partner with voluntary agencies to coordinate volunteer needs – an approach that may be more appropriate with smaller events.

9. Medical and public health volunteers will be managed through the Colorado Volunteer Mobilizer (CVM) managed by the Colorado Department of Public Health and Environment (CDPHE) under ESF #8. This annex does not include coordination of the CVM and its volunteers.

B. Donations Coordination Team Operations

1. The DCT is tasked with coordinating and facilitating the effective management and allocation of unsolicited, undesignated in-kind donations offered from the general public and private sector in the response and recovery efforts following a disaster.
2. The DCT will utilize the 'Donations and Volunteer Management Guidelines' as a guide for effective execution and coordination of DCT activities.
3. Should Adventist Community Services Disaster Response (ACSDR) assume the role of Lead Support Agency, as outlined in this Annex and the MOU between DEM and ACSDR, DEM will prepare a Mission Assignment for ACSDR.
4. When activated, ACSDR will utilize their donations management systems, a process designed to facilitate the matching of donated goods with credible organizations providing relief and recovery services.
5. When warehouse operations are necessary as determined by DEM, ACSDR will be tasked with managing a multi-agency warehouse, including receiving, sorting, storage, distribution and overall management of donated goods.
6. Local emergency managers may contact the SEOC to request in-kind donations to assist with relief efforts. Requests for in-kind donations made directly to the SEOC may be particularly appropriate with larger disaster where emergency managers are likely to be overwhelmed. Alternatively, local emergency managers may choose to partner with voluntary agencies to coordinate in-kind donations – an approach that may be more appropriate with smaller events.
7. The transportation of goods from donors to receiving organizations is the responsibility of the donor. Exceptions may be made on a case-by-case basis, but only for the most desperately needed items.

8. If donated goods are requested from public and private sectors, donors may be advised that only pre-sorted, clearly labeled, palletized, and shrink-wrapped donations with a predetermined transportation method – and that have been identified as needed – will be accepted.

C. Colorado Donations and Volunteer Management Network

1. The State, in consultation with the DCT and VCT, may choose to activate the Colorado Donations and Volunteer Management Network (CDVMN) to support donation and volunteer management efforts.
2. CDVMN is comprised of potential donors (citizens, businesses, civic groups, etc.), credible relief groups / organizations and government emergency management agencies.
3. The purpose of CDVMN is to effectively connect potential donors / volunteers with relief agencies through the CDVMN Portal (a web-based tool – also known as “Aidmatrix”) so that response and recovery agencies are better able to support communities following a disaster.
4. The CDVMN Portal is designed so that voluntary agencies needing volunteer assistance and / or in-kind donations can view / accept offers entered into the system and submit requests for assistance directly into the Portal.
5. If activated, the CDVMN will operate under the umbrella of the DCT and VCT. As such, the DCT and VCT serve as the Administrators of the CDVMN Portal.
6. The DCT / VCT will identify Allocators to execute the administrative responsibilities associated with CDVMN Portal. This may include monitoring site, allocating resources, generating reports and managing member access to the CDVMN Portal. Allocators operate under the umbrella of the DCT / VCT and will adhere to guidelines and parameters set by the DCT / VCT.
7. The CDVMN Portal will serve as a public interface to help instruct the public on how they can most effectively help in a disaster with the aim of maximizing useful offers.
8. The CDVMN is designed to minimize the number of unusable offers (in-kind donations and volunteers) and provide a means for the public to offer their assistance without converging on the disaster site.

D. Division of Emergency Management

1. The State will provide guidance to the public on how to most effectively help in a disaster through the Joint Information Center (JIC). All messaging will be

developed in conjunction with the DCT / VCT. Close coordination with the JIC is essential to ensure effective dissemination of messaging.

2. Messaging will emphasize that the best way to support response and recovery efforts is through financial contributions to credible disaster relief organizations.
3. A central phone number may be established to manage inquiries concerning volunteers and donations. Whenever feasible, Colorado 2-1-1 Collaborative will be requested to operate call centers. Otherwise, the SEOC will establish a call center.
4. All inquiries concerning cash donations to a specified organization will be referred to that organization. Donors offering financial contributions for unspecified organizations will be directed to an online list of agencies with disaster relief programs in Colorado.
5. The public will be provided with a single URL (www.HelpColoradoNow.org) for information on how to help in a disaster. This site will link users to various portals depending on type of inquiry.
6. Cash donations are not accepted by DEM, SEOC, DCT or the VCT.
7. Individuals interested in volunteering services will be encouraged to affiliate with recognized voluntary organizations. Unaffiliated volunteers will be discouraged from going directly to any disaster site and may be directed to the CDVMN Portal and / or to a volunteer reception center.
8. Donors will be discouraged from sending undesignated in-kind donations directly to the disaster site. In some cases, donors may be directed to CDVMN Portal and / or to a multi-agency warehouse. Donors who attempt to donate unsolicited or inappropriate goods will be directed to community-based agencies such as food banks, thrift stores and voluntary organizations in need of the donated goods.
9. Unsolicited, undesignated donations that are unsuitable for use by any organization involved in relief efforts will not be accepted. The State will identify and publicize items that are not needed and will not be accepted.
10. DEM, on behalf of the DCT and VCT, will submit consolidated reports to the SEOC as appropriate.
11. When available and requested by the State, a Federal Emergency Management Agency (FEMA) Voluntary Agency Liaison (VAL) may be detailed to the State EOC to provide technical assistance following a

Presidential Disaster Declaration and will also be invited to participate on the DCT and VCT.

E. Long-Term Recovery Committee

1. The State, in collaboration with FEMA and COVOAD, may facilitate the formation of a Long-Term Recovery Committee (LTRC) to address the needs of those affected by disasters that were not met as part of the initial response.
2. LTRC assistance targets those who have unmet needs after assistance from all other sources (governmental and voluntary agencies) has been provided. A LTRC may be needed in situations where disaster victims continue to have significant unmet needs after personal resources, insurance, and immediate disaster-related government benefits are exhausted.
3. LTRC efforts are intended to complement, but not duplicate, assistance provided by FEMA, voluntary agencies, faith-based organizations, civic groups and citizens.
4. LTRCs will assist affected individuals to help them better understand the benefits available to them, assist them in applying for assistance, and make referrals to relevant agencies.
5. State and federal government agencies support the LTRC by helping to identify and coordinate available recovery resources.
6. Leadership and management of the LTRC is assumed by representatives of the local community, faith-based, non-profit and voluntary organizations that comprise its membership.
7. National VOAD, www.nvoad.org, has prepared a document designed to help communities affected by disasters create, organize, and manage LTRCs. It is highly recommended that this document be delivered to the LTRC early on in its formation.

VI. RESPONSIBILITIES

- A. Whenever possible and agreed to by all parties, the State will strive to partner with voluntary agencies in response and recovery efforts. Individual organizations may choose to engage in Memorandums of Understanding (MOUs) with the State to define the scope of services they may provide in an event and identify resources needed. MOUs may be supplemented by a Mission Assignment, executed in the response phase. Mission Assignments clearly outline what support the State will provide to the organization for that event.

B. Voluntary agencies that are members of the DCT and VCT operate at their discretion and are not obligated to fulfill the responsibilities outlined below. DEM holds no authority over the voluntary agencies that participate on the DCT and VCT.

C. Lead Coordinating Agency (DEM)

1. Facilitate overall coordination of spontaneous unaffiliated volunteers and unsolicited, undesigned in-kind donations.
2. Appoint a staff member to serve as Coordinator for the Volunteer Coordination Team and Donations Coordination Team (can be one or two persons).
3. Responsible for convening and facilitating meetings / conference calls for the DCT and VCT and ensuring all Support Agencies and appropriate Advisory Members are alerted to the meeting.
4. Ensure the Donations and Volunteer Management Guidelines (guidelines may be obtained via DEM and / or COVOAD) are utilized by the DCT and VCT when this Annex is activated.
5. Serve as Liaison between the DCT / VCT and government officials (SEOC, local emergency management / Incident Command) to facilitate effective coordination and communication. This will include:
 - a. Communicating any requests for assistance between the SEOC and the DCT / VCT.
 - b. Sharing of situation reports, general updates, and key needs / challenges.
6. Execute MOUs and / or Mission Assignments with partner agencies, as appropriate, to support relief and recovery efforts as they pertain to volunteer and donations management.
7. In concert with 2-1-1, coordination with the JIC to obtain and disseminate public messaging information.
8. During non-disaster times:
 - a. Ensure that year-round responsibilities of the DCT and VCT, as outlined in the Donations and Volunteer Management Guideline, are executed.
 - b. Convene regular meetings of the DCT / VCT throughout the year.

D. SUPPORT AGENCIES

1. Adventist Community Services Disaster Relief (ACSDR)
 - a. Serve as Lead Support Agency and subject matter expert on donations management for DCT.
 - b. When requested by the State and agreed upon by ACSDR, ACSDR will execute donations management system to effectively coordinate in-kind donations management and facilitate matching of donated offers to response agencies and / or affected population.
 - c. Manage and oversee a multi-agency warehouse when requested by the State to facilitate distribution of food, clothing, water and other needed items.
 - d. Assist in developing procedures for managing unsolicited, undesignated donations received through the donations management system.
2. Colorado Volunteer Center Network (CVCN)
 - a. Serve as Lead Support Agency and subject matter expert on spontaneous unaffiliated volunteer management for VCT
 - b. When requested by the State and agreed upon by CVCN, CVCN will execute the Volunteer Coordination System (VCS) to efficiently process and register unaffiliated volunteers and match their skills to agencies needing assistance.
 - c. The VCS is a collection of interrelated processes designed to document volunteer registration, capture volunteer needs and match these needs with unaffiliated volunteers.
 - d. During activation, and when deemed necessary, the CVCN will establish and manage one or more Volunteer Reception Centers (VRCs).
 - e. CVCN will work with local counterparts to facilitate hand-over of management of VRC to local control / leadership. If an ongoing VCR is not needed, demobilization will take place as soon as possible.
3. Colorado Volunteer Organizations Active in Disaster (COVOAD)
 - a. Provide a liaison to the Volunteer Coordination and Donations Coordination Teams.

- b. Support the DCT / VCT as needed to ensure effective execution of this Annex and the supporting Donations and Volunteer Management Guidelines.
 - c. Provide overall coordination necessary to expeditiously access the resources of COVOAD member agencies.
 - d. Facilitate communication between the DCT / VCT and COVOAD member agencies, including requests for assistance.
 - e. Ensure an individual is identified to facilitate communication and outreach with private sector community regarding CDVMN.
 - f. Ensure Allocators for DCT and VCT are identified, are on 'stand-by' and are trained on CDVMN Portal system.
 - g. During non-disaster times:
 - (1) Work in close coordination with DEM to ensure the year-round responsibilities of the DCT / VCT, as outlined in the Donations and Volunteer Management Guideline, are executed.
 - (2) Update and maintain documents and guidelines related to DCT / VCT governance and operations.
 - (3) Ensure most recent versions of documents are uploaded to on-line storage of documents and distributed to members of the DCT / VCT.
4. American Red Cross (ARC)
- a. Provide a liaison to the Volunteer Coordination and Donations Coordination Teams and coordinate ARC assistance with state, local, and voluntary organizations involved in relief efforts.
 - b. Provide support and guidance to DCT / VCT as needed.
5. Colorado 2-1-1 Collaborative
- a. Provide a liaison to the Volunteer Coordination and Donations Coordination Teams.
 - b. When requested by the State and agreed upon by the Colorado 2-1-1 Collaborative, establish and oversee a central phone number and call center to respond to inquiries concerning donations.
 - c. Connect with the State (via the JIC, SEOC, or key State officials) to obtain essential public messaging information. This may include information on safety issues, appropriate donations / volunteering, evacuation

information, and resources available to affected populations. Additional information on appropriate donations and volunteering may be obtained via the DCT / VCT.

- d. Ensure that public messaging information obtained is swiftly communicated to call centers to enable accurate and consistent messaging.

6. The Salvation Army

- a. Provide a liaison to the Volunteer Coordination and Donations Coordination Teams and coordinate The Salvation Army's assistance with state, local, and voluntary organizations involved in relief efforts.
- b. Provide support and guidance to DCT and VCT as needed.

VII. FINANCIAL MANAGEMENT

- A. Supporting Agencies are responsible for recording and tracking their own costs and expenditures and seeking reimbursement from appropriate sources after an event.
- B. Following a Presidential Disaster Declaration, reimbursement of eligible expenditures may be provided by FEMA in accordance with Stafford Act program guidelines.
- C. The State of Colorado is not responsible for the disaster-related costs of Supporting Agencies, except as defined in formal Memorandums of Understanding or through formal Mission Assignments made by the State and accepted by the Supporting Agency.
- D. Reimbursements (federal and state) will be contingent on sound documentation and record keeping, consistent with National Incident Management Systems (NIMS) framework.
- E. Agencies that receive donated resources should document donor names and addresses, specific items donated, how they were used and for what purpose, and final disposition of the donations. Organizations accepting donations of cash and / or goods will follow applicable internal audit policies and procedures.

Appendix

- A. Glossary of Acronyms
- B. COVOAD Information and Member Agencies
- C. Colorado Volunteer Center Network (CVCN) Member Agencies
- D. 2-1-1 Call Centers and Regions

**Volunteer and Donations Management
Support Annex
Appendix A
Glossary of Acronyms
Colorado State Emergency Operations Plan**

ACSDR – Adventist Community Services Disaster Response
ARC – American Red Cross
CDPHE – Colorado Department of Public Health and Environment
CDVMN – Colorado Donations and Volunteer Management Network
COVOAD – Colorado Voluntary Organizations Active in Disaster
CVCN – Colorado Volunteer Center Network
CVM – Colorado Volunteer Mobilizer
DCT – Donations Management Team
DEM – Division of Emergency Management
ESF – Emergency Support Function
FEMA – Federal Emergency Management Agency
JIC – Joint Information Center
LTCR – Long-Term Recovery Committee
MOU – Memorandums of Understanding
NIMS - National Incident Management Systems
SEOC – State Emergency Operations Center
VAL – Voluntary Agency Liaison
VCS – Volunteer Coordination System
VCT- Volunteer Coordination Team
VOAD – Voluntary Organizations Active in Disaster
VRC – Volunteer Reception Centers

**Volunteer and Donations Management
Support Annex
Appendix B
COVOAD Information and Member Agencies
Colorado State Emergency Operations Plan**

COVOAD Information

Colorado Voluntary Organizations Active in Disaster (COVOAD) is the Colorado State chapter of National Voluntary Agencies Active in Disasters (VOAD). It consists of organizations active in disaster response through the state of Colorado.

The purpose of COVOAD is to bring together voluntary organizations active in disaster services to foster more effective service to the people of Colorado affected by disaster through: Communication, Coordination, Cooperation, Collaboration, Convening Mechanisms, Outreach, and Advocacy.

COVOAD Member Agencies

For the most comprehensive and up to date list of COVOAD Member agencies, please go to the COVOAD web site and click on the "COVOAD Members" tab.

COVOAD Web Site

<http://www.coloradovoad.org/>

**Volunteer and Donations Management
 Support Annex
 Appendix C
 The Colorado Volunteer Center Network Standing Membership Table
 Colorado State Emergency Operations Plan**

| THE COLORADO VOLUNTEER CENTER NETWORK STANDING MEMBERSHIP TABLE | |
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| VOLUNTEER CENTER | PARTNER ORGANIZATION |
| Aurora Volunteer Center | Corporation for National and Community Service |
| City of Westminster Volunteer Center | Governor's Commission on Community Service |
| Eagle County Volunteer Center | |
| Metro Volunteers | |
| Pikes Peak United Way Volunteer Center | |
| United Way of Larimer County Volunteer Center | |
| United Way of Weld County Volunteer Center | |
| Volunteer Connection of Boulder County | |

Volunteer and Donations Management
Support Annex
Appendix D
Colorado 2-1-1 Collaborative Call Centers
Colorado State Emergency Operations Plan

Locations and Contact Information

| Region | Organization | Center Contact Information |
|---------------|------------------------------|---|
| 1 | United Way of Weld County | <p>2-1-1 Call Center: (970) 353-8808 or 1-800-559-5590 (Toll Free) TTY/ TDD: 7-1-1 or (800) 659-3656 Fax: (970) 353-4738 Email: uwwc@unitedway-weld.org Website: www.unitedway-weld.org</p> |
| 2 | Mile High United Way | <p>2-1-1 Call Center: (303) 561-2111 or 1-866-760-6489 (Toll Free) TTY/ TDD: 7-1-1 or (800) 659-3656 Fax: (303) 455-6462 Email: 211colorado@unitedwaydenver.org Website: www.unitedwaydenver.org</p> |
| 3 | United Way of Larimer County | <p>2-1-1 Call Center: (970) 407-7066 or 1-866-485-0211 (Toll Free) TTY/ TDD: 7-1-1 or (800) 659-3656 Fax: (970) 407-7011 Email: connect211@uwaylc.org Website: www.uwaylc.org</p> |

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| 4 | Western Colorado 2-1-1 | <p>2-1-1 Call Center: (970) 244-8400 or 1-888-217-1215 (Toll Free) TTY/ TDD: 7-1-1 or (800) 659-3656 Fax: (970) 257-2219 Email: wc211@mesacounty.us Website: www.wc211.mesacounty.us</p> |
| 5 | Pikes Peak United Way | <p>2-1-1 Call Center: (719) 955-0742 or 1-866-488-9742 (Toll Free) TTY/ TDD: 7-1-1 or (800) 659-3656 Fax: (719) 632-8139 Email: tapestry@ppunitedway.org Website: www.ppunitedway.org</p> |
| 6 – San Luis Valley | Pikes Peak United Way | <p>2-1-1 Call Center: (719) 955-0742 or 1-866-488-9742 (Toll Free) TTY/ TDD: 7-1-1 or (800) 659-3656 Fax: (719) 632-8139 Email: tapestry@ppunitedway.org Website: www.ppunitedway.org</p> |
| 6 – Southwest CO | Western Colorado 2-1-1 | <p>2-1-1 Call Center: (970) 244-8400 or 1-888-217-1215 (Toll Free) TTY/ TDD: 7-1-1 or (800) 659-3656 Fax: (970) 257-2219 Email: wc211@mesacounty.us Website: www.wc211.mesacounty.us</p> |

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| 7 | 2-1-1 for Southeast CO | 2-1-1 Call Center: (719) 583-6611 or 1-800-762-6169 (Toll Free) TTY/TDD: 7-1-1 or (800) 659-3656 Fax: (719) 544-7831 Email: 211@srda.org Website: www.211help.net |
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Colorado 2-1-1 Collaborative

Regional Map

