



Senior Resource Development Agency

Joseph H. Edwards Senior Center - 230 North Union Avenue - Pueblo, Colorado 81003 - (719) 545-8900

The Southeast Colorado 211 call center is located in Pueblo, in close proximity to the rural communities of our region of the state. The city of Pueblo is the largest city in Southeast Colorado and the residents of the surrounding counties regularly travel to Pueblo for services. The team of resource specialists know this community and provide local knowledge of resources. The staff have built trusted relationships and partnerships with local agencies in the neighboring counties. These relationships foster trust in our call specialists because we are their neighbors, we care, and we understand the needs of the community. The eleven counties in our region are Baca, Bent, Crowley, Custer, Fremont, Huerfano, Kiowa, Las Animas, Otero, Prowers, and Pueblo.

Our Southeast 211 call center aided in cooperation with the Pueblo Department of Public Health and Environment and FEMA to contact homebound clients and schedule them for COVID-19 vaccine home visits. This was a valuable service for community members unable to leave their homes to acquire a lifesaving vaccine. Our team was able to ease the concerns of these home bound individuals and provide comfort during uncertain times.

In 2018, the Spring Fire consumed the mountain range to the west of Walsenburg. The State of Colorado activated Southeast Colorado 211 to assist with providing accurate and current information to the residents of the area affected. One staff member was stationed in the Emergency Operation Center to obtain information while five staff members answered calls from our call center. During this disaster 211 was a calm reliable source of referrals and assistance. Callers would receive updates about evacuations, how to locate loved ones, where to receive assistance such as shelter, food, water, and other necessities. One particularly memorable caller had evacuated without her expensive medications. 211 was able to connect her with the local sheriff, who escorted her to her home to retrieve the medications.

The Southeast Colorado 211 team is passionate about the services provided to our community, helping callers connect to crucial resources. Funding for our statewide collaborative would help us continue to serve callers and increase capacity to direct Coloradans to services as we grapple with the economic impact of COVID-19.