

2-1-1 is an easy-to-remember number, available in every county across the state, that helps people cut through what can be a confusing and overwhelming maze of information and resources. 2-1-1 helps people assess their needs and links them directly to the resources that will help empower them with the information and knowledge to change their circumstances. Whether a person is seeking essential services or looking for volunteer opportunities in his or her community, 2-1-1 is there 24 hours a day, seven days a week to help.

Over the past couple of years, United Way of Salt Lake, United Way of Utah County and United Way of Northern Utah have been working together to strengthen the statewide 2-1-1 system in order to reduce duplication and save money. As a result, Utahns are more satisfied. This past year, 64 percent of callers said they were connected to services far beyond their original question and need, and 98 percent said they would call again and refer someone to the service. Results like this are not possible without strong partnerships with nonprofit, community, and state organizations and agencies.

2-1-1 is a critical lifeline for so many in our community. We thank you for your support of and partnership in this vital service.

Sincerely,



*Craig Wagstaff*  
Craig Wagstaff  
2-1-1 Steering Council Chair  
Executive Vice President & COO  
Questar Gas Company



*Deborah S. Bayle*  
Deborah S. Bayle  
President and CEO  
United Way of Salt Lake



*Robert A. Hunter*  
Bob Hunter  
President and CEO  
United Way of Northern Utah



*Bill Hulterstom*  
Bill Hulterstom  
President and CEO  
United Way of Utah County

- Moved to full live-answer coverage 24 hours a day, 7 days a week
- Integrated a live chat feature on the Utah 2-1-1 website (211ut.org)
- Scheduled 11,000 free tax assistance appointments as a partner with the Earn it. Keep it. Save it. program
- Partnered with Take Care Utah to help Utahns find and enroll in health care coverage. 125,000 people were educated about health care options, and 183 people were enrolled in full health care coverage.
- Launched a community outreach initiative to raise awareness and expand efforts. 2-1-1 participated in 30 community events, handed out 2,334 flyers, trained and educated 45 agencies, and engaged 1,641 people

Everyday, 2-1-1 makes an impact in the lives of Utahns who are in crisis or who need assistance:

**“2-1-1 saved my life.”** Sam approached a 2-1-1 representative at a community event stating simply, “2-1-1 saved my life.” He shared how he had been extremely ill, hungry and cold, and living on the streets. He was virtually hopeless when someone suggested he call 2-1-1. An information specialist listened carefully and connected him to local agencies who helped him get the medical attention he desperately needed and qualify for programs that helped him find housing. He is now employed and routinely donates to the local homeless shelter to help others change their circumstances, too.

**“We were able to help in a more effective way.”** Ted and Ann are a couple who love to help others. For years, they would give money to those they perceived needed help, but found the tactic rarely changed overall circumstances. Then they learned of 2-1-1. Using the website and engaging in conversations with 2-1-1 information specialists as needed, they were able to take one young mother under their wing and connect her to appropriate services, step-by-step, as she made her way toward self-reliance.

**“I’m scared for my kids.”** Adam called on his way home from walking his young daughters to school. His voice shook as he told the 2-1-1 information specialist he was having surgery the next day and would be off work for several months. He was worried about how he could provide for his young children since he would be without income for so long. He was also concerned about caring for them in an incapacitated state. The specialist calmly offered a much-needed listening ear and gave him a list of places he could call to help meet the needs of his family while brainstorming child care solutions. The conversation left him feeling hopeful and empowered to take action on his own behalf.

**“If I could just get gas, everything would be fine.”** Lucinda, a 60 year old caller, had suddenly found herself unemployed and unable to get a job in nursing, her area of expertise. She was sure that if she could just get gas money to get to some interviews, everything would be fine. The 2-1-1 information specialist asked more questions about her situation and discovered she had used all of her savings, was on the verge of losing her home, and had not eaten a real meal for weeks. She was immediately connected to a food pantry and sent to a location that could help support her housing situation. In addition, she was referred to a program that helps seniors gain new skills to be more effective in the workplace.





# United Way 2-1-1 is Utah's statewide information and referral system

The primary purpose of 2-1-1 is to support community and state agencies and nonprofit organizations, empower individuals and families with information and knowledge, and connect people to resources and volunteer opportunities.

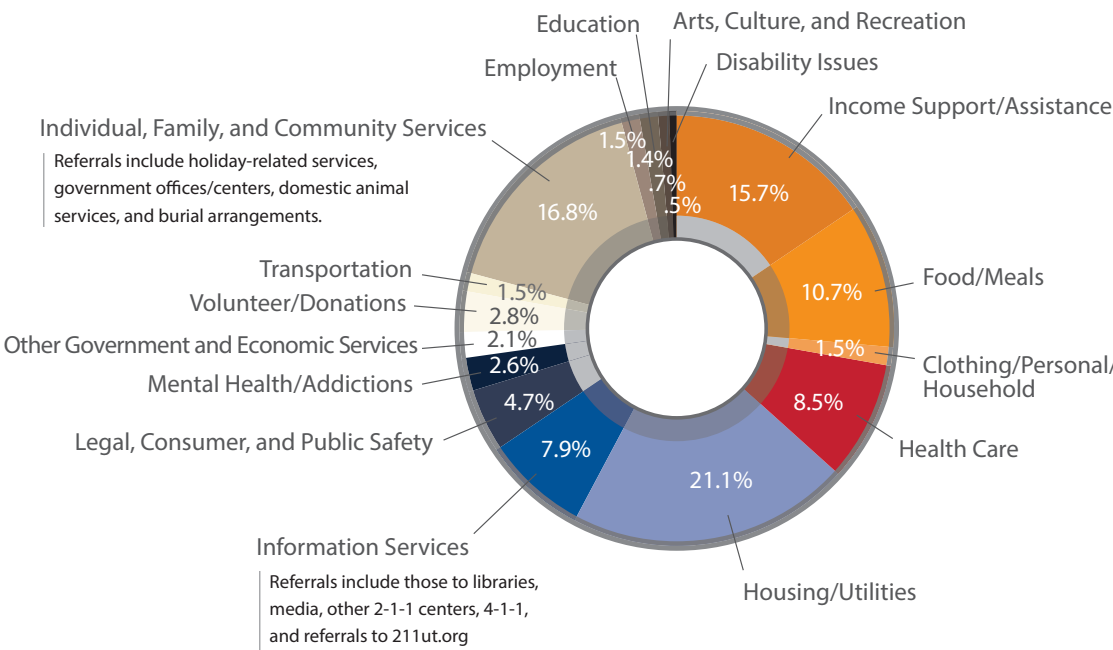
- **SUPPORT** 2-1-1 supports agencies and organizations in our communities by collecting and sharing resource and demographic data, helping organizations maintain their missions, and visions
- **EMPOWER** 2-1-1 empowers individuals and families by helping them find the tools they need to change their circumstances
- **CONNECT** 2-1-1 connects organizations, agencies, individuals and families to one another to *change the odds* in the communities we serve

2-1-1 reaches all Utahns through: ✓ Phone ✓ Chat ✓ Email ✓ Website self-search

## UNITED WAY 2-1-1 ASSISTS A WIDE RANGE OF HOUSEHOLDS:



## TOP NEEDS



Unfortunately, many needs cannot be met due to a lack of resources, the referral not existing, or when the caller does not meet qualifying criteria.

The top unmet needs in Utah are: housing expense assistance, utility payment assistance, food pantries, criminal justice/legal services



## STATEWIDE BY THE NUMBERS



### BEAR RIVER

**TOTAL CALLS:** 1,804  
**TOTAL REFERRALS:** 2,522  
**TOP NEEDS:**  
- Income support/assistance  
- Housing/utilities  
- Health care  
- Food/meals  
- Individual, family, community services

**TOP REFERRALS:**  
- Volunteer Income Tax Assistance (VITA)  
- Bear River Association of Governments  
- Utah Department of Workforce Services  
- Affordable Care Act Navigators  
- Utah Department of Health

### FIVE COUNTY

**TOTAL CALLS:** 1,698  
**TOTAL REFERRALS:** 2,812  
**TOP NEEDS:**  
- Housing/utilities  
- Income support/assistance  
- Health Care  
- Food/meals  
- Individual, family, community services

**TOP REFERRALS:**  
- Five County Association of Governments  
- Volunteer Income Tax Assistance (VITA)  
- Utah Department of Workforce Services  
- Iron County Care and Share  
- Dixie Care and Share

### MOUNTAINLAND

**TOTAL CALLS:** 13,095  
**TOTAL REFERRALS:** 21,468  
**TOP NEEDS:**  
- Information services  
- Income support/assistance  
- Housing/utilities  
- Health care  
- Individual, family, community services

**TOP REFERRALS:**  
- United Way of Utah County  
- Volunteer Income Tax Assistance (VITA)  
- Community Action Services and Food Bank  
- Utah Department of Workforce Services  
- Mountainland Association Of Governments (MAG)

### SIX COUNTY

**TOTAL CALLS:** 670  
**TOTAL REFERRALS:** 953  
**TOP NEEDS:**  
- Income support/assistance  
- Housing/utilities  
- Health care  
- Food/meals  
- Information services

**TOP REFERRALS:**  
- Volunteer Income Tax Assistance (VITA)  
- Six County Association of Governments  
- Utah Department of Workforce Services  
- Affordable Care Act Navigators  
- Central Utah Food Sharing

### SOUTHEASTERN

**TOTAL CALLS:** 384  
**TOTAL REFERRALS:** 748  
**TOP NEEDS:**  
- Housing/utilities  
- Health care  
- Food/meals  
- Legal, consumer, public safety  
- Income support/assistance

**TOP REFERRALS:**  
- Southeastern Utah Association of Local Governments  
- Utah Department of Workforce Services  
- Utah Legal Services  
- American Red Cross  
- Affordable Care Act Navigators

### UINTAH BASIN

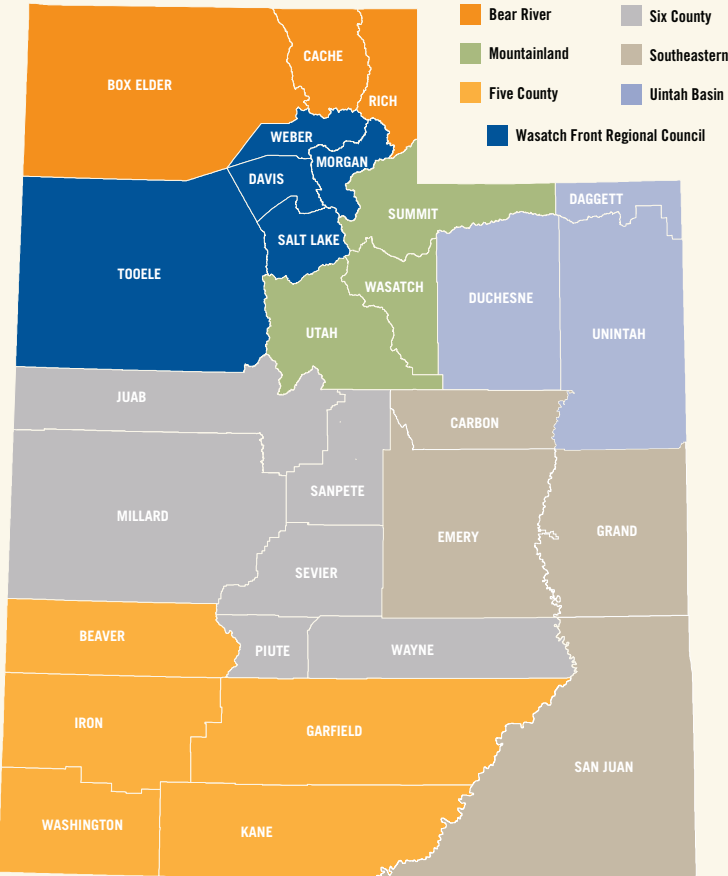
**TOTAL CALLS:** 384  
**TOTAL REFERRALS:** 571  
**TOP NEEDS:**  
- Housing/utilities  
- Information services  
- Health care  
- Income support/assistance  
- Legal, consumer, public safety

**TOP REFERRALS**  
- Uintah Basin Association of Governments  
- Affordable Care Act Navigators  
- Utah Department of Workforce Services  
- Volunteer Income Tax Assistance (VITA)  
- American Red Cross

### WASATCH FRONT REGIONAL COUNCIL

**TOTAL CALLS:** 74,018  
**TOTAL REFERRALS:** 130,515  
**TOP NEEDS:**  
- Housing/utilities  
- Individual, family, community services  
- Income support/assistance  
- Food/meals  
- Health care

**TOP REFERRALS:**  
- Volunteer Income Tax Assistance (VITA)  
- Community Action Partnership of Utah  
- Utah Department of Workforce Services  
- Crossroads Urban Center  
- Catholic Community Services of Utah



2-1-1 houses a robust database of hundreds of health and human service resources from across the state. 2-1-1 spends over 18,000 hours yearly on just ensuring database integrity.



## In the Database:

8,990 resources are listed

by 1,139 agencies

at 2,888 locations