


Dear Friends,

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 assesses callers’ needs and links them directly to resources necessary to empower them with the information and knowledge to help 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.


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 to reduce duplication and save money. As a result, Utahns are getting connected more efficiently and are more satisfied with their experience. This past year, 87 percent of callers indicated that their issue was resolved by talking to a specialist, and 99 percent would call again or recommend 2-1-1 to someone they know. Another 87 percent indicated that they were given the right referrals for their individual situation and needs. 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
President, Questar Gas Company



Bill Crim
Bill Crim
President and CEO
United Way of Salt Lake



Bill Hultstrom
Bill Hultstrom
President and CEO
United Way of Utah County



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



Chiara Cameron
Chiara Cameron
2-1-1 Director
United Way of Salt Lake

Focus on Collaborations

United Way 2-1-1 of Utah is committed to the creation and maintenance of a statewide database of information on services that address a wide variety of basic health and human needs.

Our goal is to make that information as widely available as possible through collaboration, coordination, and training with other providers and programs, as well as outreach to the public.

- **Intermountain Healthcare** - We house and make available hundreds of health-related resources to the patient care managers in the Intermountain Healthcare system. Since our partnership began, their customized website has facilitated over 3,400 unique searches.
- **Utah Department of Health** - Utah Department of Health uses the 2-1-1 database to answer calls and make referrals into the health department system. Since our partnership began they have logged over 9,000 calls using the data housed in the 2-1-1 database.
- **Disaster/Emergency Responders** - United Way 2-1-1 has close relationships with several emergency responders at the local and state level. We have strengthened our collaborations with the American Red Cross and the Utah State Department of Emergency Management, and are prepared to act as the public information line in case of a disaster.
- **Volunteer Income Tax Assistance** - About 13,000 Utahns used 2-1-1 last year to make an appointment to file their taxes for free with a trained volunteer, returning millions of dollars into the Utah economy.
- **Take Care Utah/Affordable Care Act** - United Way 2-1-1, in partnership with other health-focused organizations in the state, helped to facilitate educating 110,553 people about their healthcare options and enrolling 5,822 people to receive health insurance.

2-1-1 Makes a Difference

A young woman approached some 2-1-1 representatives at an event. She shared that two years ago, she had been abandoned by the father of her 3 children. She didn’t have a job, there wasn’t any money to pay rent or utility bills that were due, and her family needed food. She asked for help from family and local churches who provided a little assistance, and one contact recommended making a quick phone call to 2-1-1. She told our representative how those 3 numbers changed her life. When she called, she received information about accessing the resources she needed most. She also expressed how talking to someone who was calm and supportive helped her to feel cared about and hopeful. She felt empowered to take the next steps with the information she had been given. Two years later, she is employed, has reliable transportation, and the ability to take care of her family.



United Way 2-1-1 of Utah ANNUAL REPORT

OCTOBER 1, 2014–SEPTEMBER 30, 2015

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.

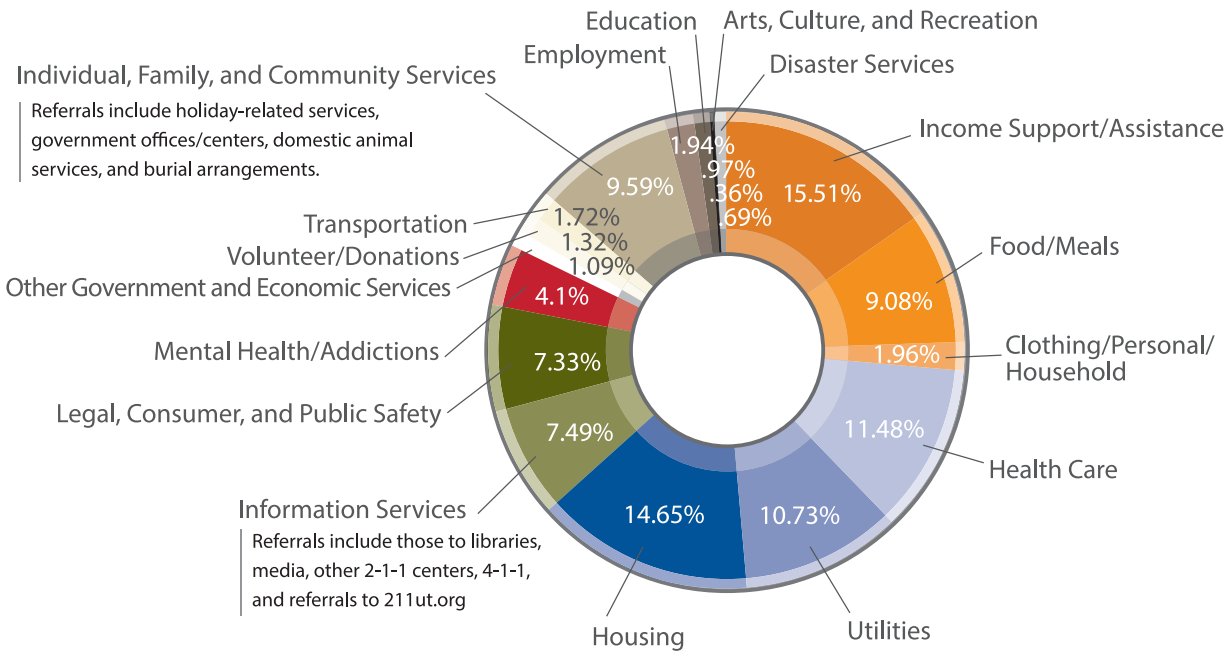
- **SUPPORT** 2-1-1 supports agencies and organizations in our communities by collecting and sharing resources and demographic data—helping organizations maintain their missions and visions
- **EMPOWER** 2-1-1 empowers individuals and families by helping them find the tools they need to change their 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:



2014-2015 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: holiday gifts/toys, utility service payment assistance, rent payment assistance, tax preparation assistance, and food pantries.



STATEWIDE BY THE NUMBERS



Total Calls*

84,786



Total Referrals*

138,140



Total Web Interactions

48,000



Total Number of Referrals to Volunteer Opportunities

1,095

BEAR RIVER

TOTAL CALLS: 1,820

TOTAL REFERRALS: 2,845

TOP NEEDS:

- Income Support/Assistance
- Housing
- Utility Assistance
- Health Care
- Disaster Services

TOP REFERRALS:

- Volunteer Income Tax Assistance (VITA)
- Utah Department of Workforce Services
- Cache HEAT Program
- Bear River Association of Governments
- Special Needs Registry

SIX COUNTY

TOTAL CALLS: 549

TOTAL REFERRALS: 766

TOP NEEDS:

- Income Support/Assistance
- Housing
- Health Care
- Utility Assistance
- Food/Meals

TOP REFERRALS:

- Volunteer Income Tax Assistance (VITA)
- Six County Association of Governments
- Utah Department of Workforce Services
- Sevier HEAT Program
- Sanpete HEAT Program

FIVE COUNTY

TOTAL CALLS: 1,365

TOTAL REFERRALS: 2,558

TOP NEEDS:

- Income Support/Assistance
- Housing
- Health Care
- Utility Assistance
- Food/Meals

TOP REFERRALS:

- Volunteer Income Tax Assistance (VITA)
- Utah Department of Workforce Services
- Iron County Care and Share
- Switchpoint
- Housing Authority of St. George

SOUTHEASTERN

TOTAL CALLS: 399

TOTAL REFERRALS: 691

TOP NEEDS:

- Utility Assistance
- Housing
- Health Care
- Food/Meals
- Legal, Consumer, and Public Safety Services

TOP REFERRALS:

- Southeastern Utah Association of Local Governments
- Carbon County Food Bank
- Utah Department of Workforce Services
- Carbon HEAT Program
- The Salvation Army—Salt Lake

UINTAH BASIN

TOTAL CALLS: 555

TOTAL REFERRALS: 810

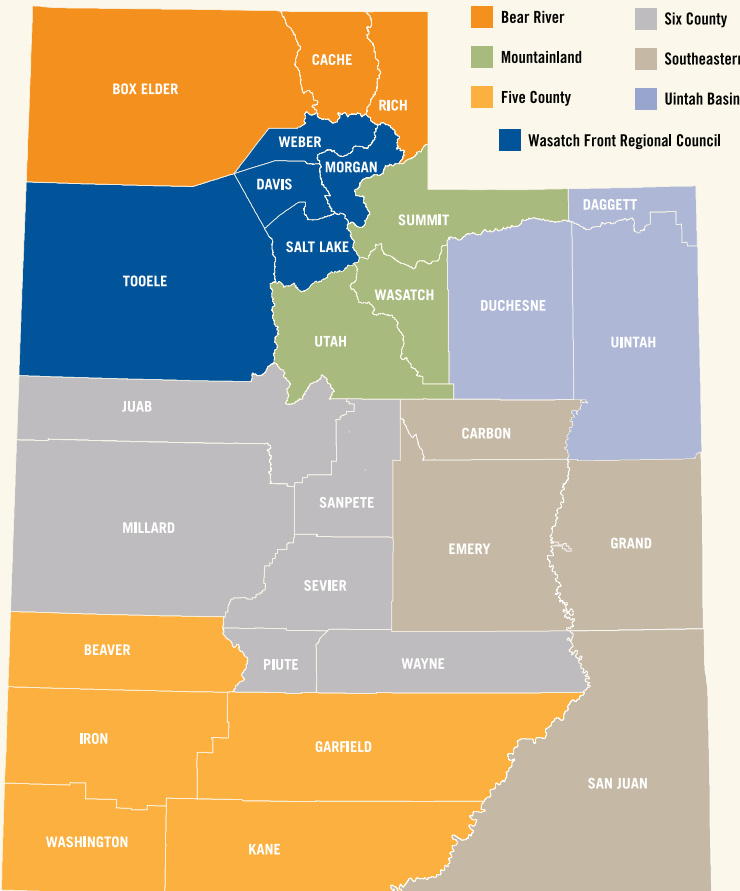
TOP NEEDS:

- Income Support/Assistance
- Utility Assistance
- Housing
- Health Care
- Information Services

TOP REFERRALS

- Volunteer Income Tax Assistance (VITA)
- Utah Department of Workforce Services
- Uintah Basin Association of Governments
- Uintah HEAT Program
- The Salvation Army—Salt Lake

*Totals include out-of-state calls and referrals



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:

9,280 resources are listed

by 1,220 agencies

at 1,634 locations