For over 50 years, United Ways in Utah have utilized information and referral systems to connect people to resources that meet their basic needs in times of personal difficulty. 2-1-1 helps single parents who need help paying rent and utilities, disabled adults who need a little extra food from a food pantry to make it through the week, and hundreds of thousands of children who need school supplies, clothing, books, and more. The service provided to these callers is invaluable in their efforts to stabilize financially and press forward toward creating a successful life.

Through ongoing support from state and local government, private donations, and other community entities, 2-1-1 has grown and expanded. 2-1-1 is now much more than a phone number with new tools including a searchable web database, texting, smartphone app, live chat, email, and 24/7 availability. 2-1-1 also helps others who provide direct community services in the form of expanded database services and free training. 2-1-1 houses an enormous amount of data that is available by request. This data helps identify disparities and gaps in service availability in order to better inform the way human service resources are delivered to Utahns.

In a little over a decade, 2-1-1 has become an essential part of Utah's service delivery system. By bringing the public and private sector service together and making them easily accessible to Utahns in need, we are empowering more than over 150,000 individuals each year to secure a brighter future.

Sincerely,

Dear Friends,

257 East 200 South, Suite 300
Salt Lake City, UT 84111-2078

tel 801.736.8929
fax 801.736.7800

Hearing impaired dial Relay Utah at 7-1-1 or 888.346.3162

This Annual Report was produced by United Way of Salt Lake.

A COMMITMENT TO PROVIDING THE BEST CUSTOMER SERVICE POSSIBLE

United Way 2-1-1 of Utah is committed to making sure callers get the best experience possible. 2-1-1 measures how well services are delivered in multiple ways. The results used to evaluate procedures and continually improve the way callers are helped.

- National Scorecard - United Way 2-1-1 of Utah participates in a national scorecard project where key performance indicators are compared with other 2-1-1's throughout the nation. United Way 2-1-1 of Utah consistently ranks in the top 20.
- Customer Feedback - United Way 2-1-1 of Utah asks callers to voluntarily evaluate their experience with 2-1-1. Customers give United Way 2-1-1 of Utah a 98% overall satisfaction rate.
- Independent Professional Evaluation - An independent contractor calls the center and evaluates the agent on 51 separate components of an excellent call. United Way 2-1-1 of Utah received an average of 84% on these mystery calls, one of the top (and is in some quarters the top) scores in the nation.
- Database - Database records are peer reviewed monthly for accuracy and clarity and receive an average score of 96%. United Way 2-1-1 of Utah is also committed to making sure each of the 2,600 records and 9,000 services are updated at least once annually.
United Way 2-1-1 is Utah’s statewide information and referral system

**STATEWIDE BY THE NUMBERS**

<table>
<thead>
<tr>
<th>Total Web</th>
<th>Total Chat</th>
<th>Total Calls</th>
<th>Total Emails</th>
</tr>
</thead>
<tbody>
<tr>
<td>39,722</td>
<td>1,203</td>
<td>87,994</td>
<td>447</td>
</tr>
</tbody>
</table>

**2015-2016 NEEDS**

- Utility Payment Assistance: 20,611
- Food Pantry: 16,894
- Tax Preparation Assistance: 12,095
- Holiday: 8,041
- Rental Assistance: 7,334
- Dental: 4,268
- Health Insurance: 4,128
- Healthcare: 3,739
- Legal Assistance: 3,490
- Homeless Shelter: 3,086
- Substance Abuse: 2,879
- Volunteers: 2,396
- Mental Health Services: 2,114
- Domestic Violence: 796
- Homeless Diversion: 306
- Crisis/Suicide Line: 262

**2015-2016 CALLER CHARACTERISTICS**

- Annual household income $15,000 or less: 47%
- First time user: 44%
- Education beyond high school: 43%
- Single adult without children: 41%
- Has a high school diploma: 40%
- Someone with a disability: 39%
- Hispanic: 24%
- Single parent: 23%
- Elderly: 22%
- Didn’t finish high school: 14%
- Other minority: 13%
- Veteran: 8%

**2-1-1 MAKES A DIFFERENCE**

**ANNA** is a refugee from the Middle East. She arrived in Utah with her parents, two small children, and was expecting her first daughter. She called 2-1-1 after doctors couldn’t find her baby’s heartbeat. She realized she was going to have to deliver and then bury her baby, which would take resources they didn’t have. 2-1-1 provided Anna with information on services that could with expenses, and details about support groups that her family could access to help cope with their loss.

**DAVID** participated in a tour of 2-1-1 as part of an initiative at his workplace. Since he had a good job, David had never needed to use 2-1-1. However, during his time at the center, he was able to talk to an Information Specialist about his aging parents and discovered there were several resources available that he hadn’t known about. He walked away armed with phone numbers to services and organizations that could help make sure their family could pay for care and have the necessary medical equipment and medications delivered to their home.

In the 15/16 fiscal year, 2-1-1 formed partnerships with 4 other statewide providers to further streamline access to resources for all clients and users and increase the comprehensiveness of the database.

**IN THE DATABASE:**

- 9,000 services offered
- by 2,743 providers
- with over 92,000 database partner interactions