

Dear Friends,

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,



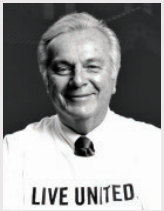
Craig Wagstaff
Craig Wagstaff
2-1-1 Steering Council Chair
President, Questar Gas Company



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

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 are used to evaluate procedures and continually improve the way callers are helped.

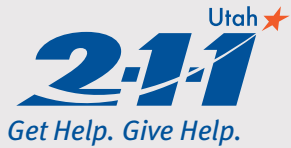
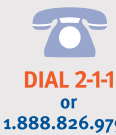
- **National Scorecard** - United Way 2-1-1 of Utah participates in a national scorecard project where key performance indicators are compared with other 2-1-1's throughout the nation. United Way 2-1-1 of Utah consistently ranks in the top 20.
- **Customer Feedback** - United Way 2-1-1 of Utah asks callers 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.



Utah
2-1-1
Get Help. Give Help.



ANNUAL REPORT
JULY 2015–JUNE 2016



dial 2-1-1 • @211utah • facebook/211utah • 211@uw.org

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.

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

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

2015-2016 NEEDS



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

2015-2016 CALLER CHARACTERISTICS



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



STATEWIDE BY THE NUMBERS*

Total Web	Total Chat	Total Calls	Total Emails
39,722	1,203	87,994	447

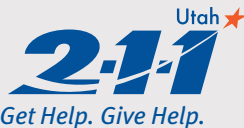
COUNTY	TOTAL CALLS	POPULATION
BEAVER	48	6,629
BOX ELDER	526	49,975
CACHE	1,223	112,656
CARBON	304	21,403
DAGGETT	7	1,059
DAVIS	5,053	306,479
DUCHESNE	272	18,607
EMERY	90	10,976
GARFIELD	27	5,172
GRAND	72	9,225
IRON	406	46,163
JUAB	173	10,246
KANE	37	7,125
MILLARD	94	12,503
MORGAN	42	9,469
PIUTE	19	1,556
RICH	14	2,264
SALT LAKE	54,996	1,029,665
SAN JUAN	50	14,746
SANPETE	219	27,882
SEVIER	287	20,802
SUMMIT	274	36,324
TOOELE	964	58,218
UINTA	499	32,588
UTAH	7,215	516,564
WASHINGTON	1,135	138,115
WAYNE	22	2,589
WEBER	2,589	231,236

*Totals include out-of-state calls and referrals

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