

Dear Friends,


For over 50 years, United Ways in Utah have utilized information and referral systems to connect people to resources that meet 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 to make it through the week, and thousands of children who need school supplies, clothing, books, and more. The services provided to these callers is critical in order for many of them to gain financial stability.


Through ongoing support from state and local government, private donations, and other community entities. 2-1-1 is now much more than a phone number. 2-1-1 has many tools to better serve our community 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. It 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 critical resources more 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, Dominion Energy




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



*Chiara D. Cameron-Wood*  
Chiara Cameron-Wood  
Managing Director of 2-1-1  
United Way of Salt Lake



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



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

A COMMITMENT TO PROVIDING THE BEST CUSTOMER SERVICE POSSIBLE

**More than a call center...** Most people know that through 2-1-1 you can get connected in multiple ways to important resources. Most people don’t know that 2-1-1 provides other types of education and support throughout the state, specifically, outreach and disaster support.

OUTREACH

- Last year, we participated in 209 statewide events and trainings, speaking to tens of thousands of people and educating them about human services in Utah.
- 2-1-1 conducted a targeted digital campaign throughout the state with an emphasis in rural communities in order to tell more people about what 2-1-1 has to offer. **The campaign reached 191,200 people and produced 710,645 impressions.**
- How do most people hear about 2-1-1?

26% Other organization	8% Media
23% Friend/Family	6% Utility Provider (gas company)
12% Department of Workforce Services	1% Church

DISASTER SUPPORT

- 2-1-1 is part of national network of 2-1-1 providers that will give the public health information and direct people to certified healthcare specialists during a widespread pandemic. This year, six 2-1-1 call specialists participated in training and exercises to refine and test this process.
- Over 150 volunteers have been trained to respond during a local disaster. **2-1-1 is prepared to field calls 700% over the normal number** of incoming calls for several weeks in the event of a disaster.
  - This year, 2-1-1 offered support to families and communities during the flooding in northern Utah.
  - In late summer, 2-1-1 provided public information and support for the Weber County fires, directing people to shelters and supporting evacuation.
- In late 2017, 2-1-1 staff stepped up and offered remote text support for individuals needing information about safe evacuation and local resources related to Hurricane Irma. The 2-1-1 team connected hundreds of people 24 hours a day for several weeks to resources that offered safety and security. 2-1-1’s commitment prompted a visit from national 2-1-1 leaders, and three 2-1-1 team members’ experiences were recorded and will be shared to support other national disaster campaigns.





Get Help. Give Help.





# ANNUAL REPORT

JULY 2016–JUNE 2017



DIAL 2-1-1  
or  
1.888.826.9790



VISIT  
211ut.org



DOWNLOAD  
2-1-1 UTAH App



211@uw.org



211utah



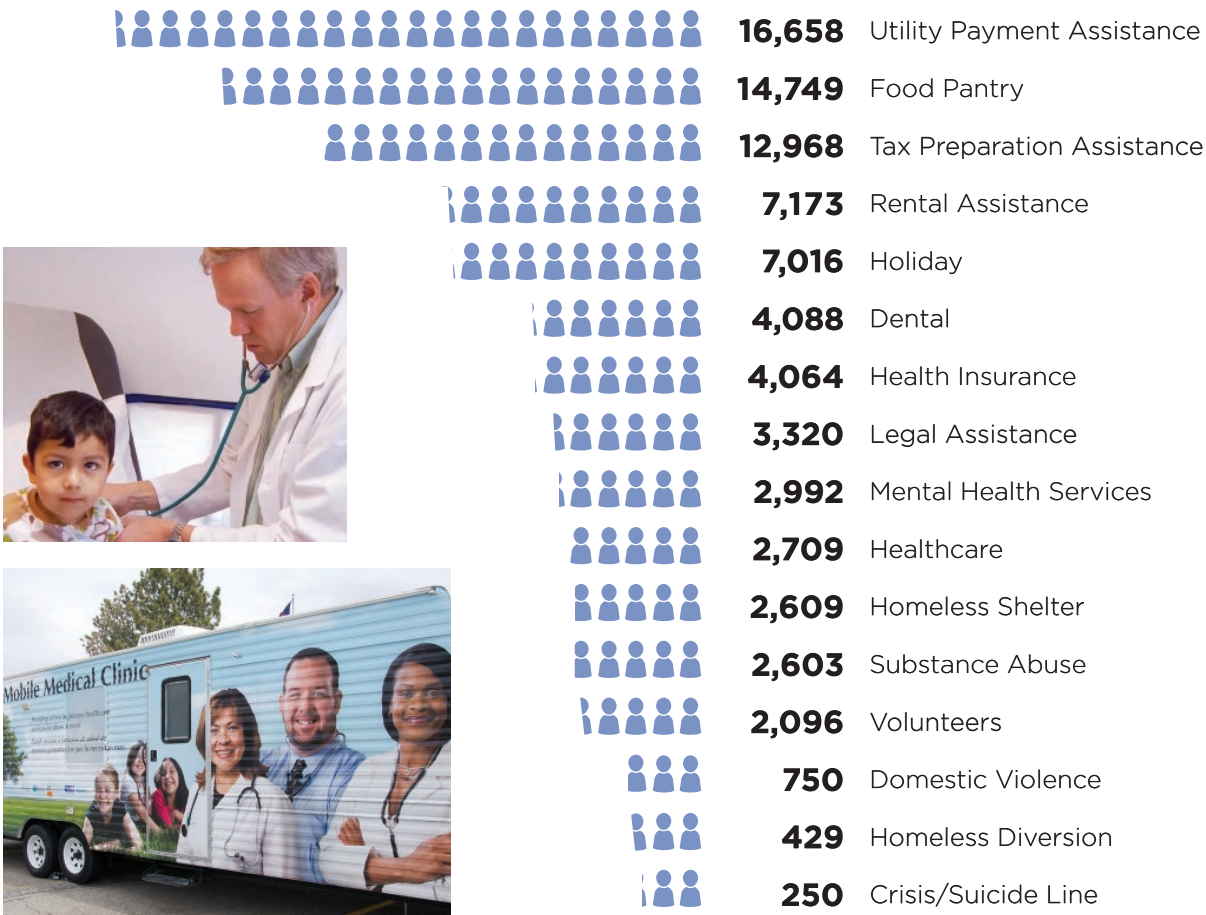
Get Help. Give Help.



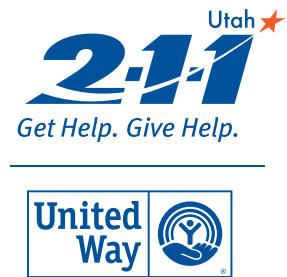
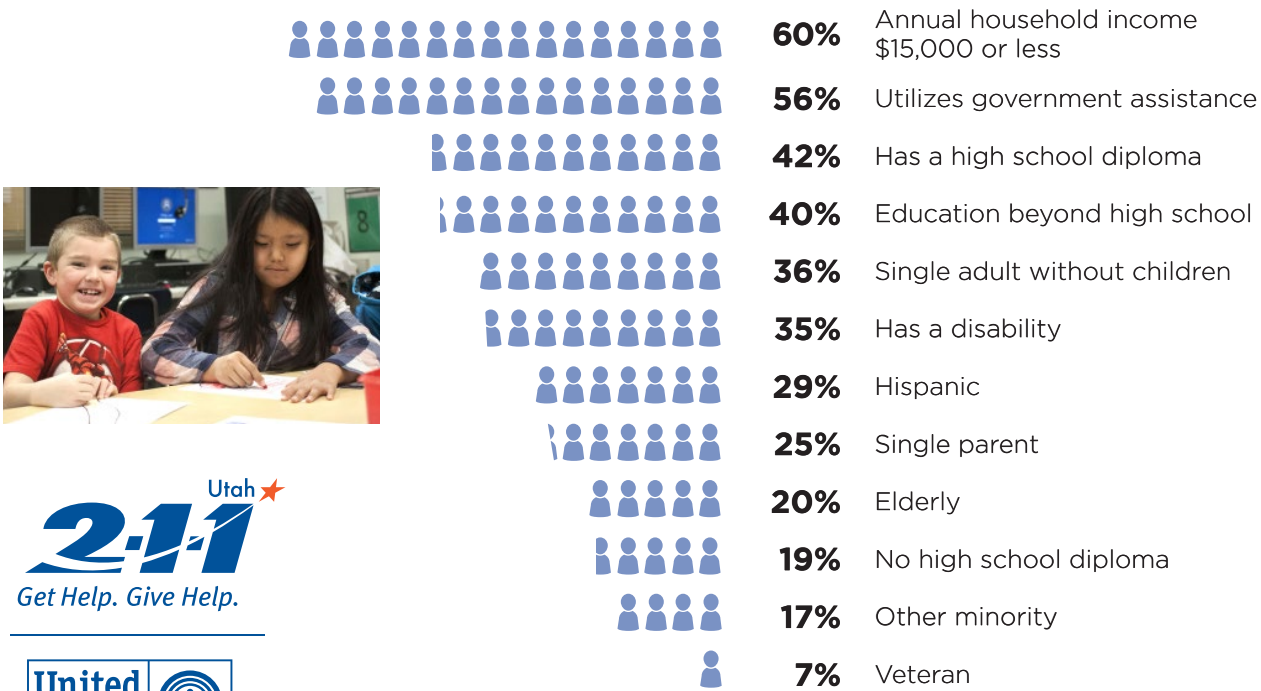
Hearing impaired dial **Relay Utah** at **7-1-1** or **888.346.3162**

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

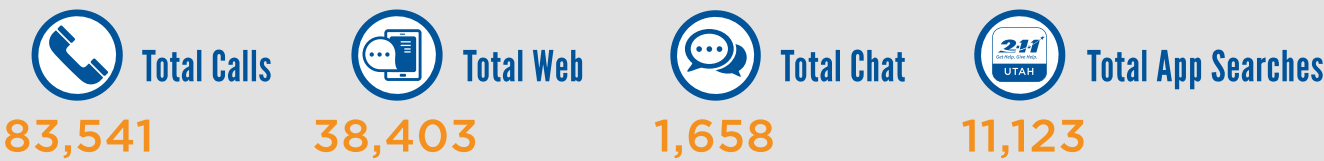
## 2016-2017 NEEDS



## 2016-2017 CALLER CHARACTERISTICS



## STATEWIDE BY THE NUMBERS\*



COUNTY	TOTAL CALLS	POPULATION
BEAVER	36	6,463
BOX ELDER	504	53,139
CACHE	1,311	122,753
CARBON	269	20,399
DAGGETT	8	1,095
DAVIS	5,101	342,281
DUCHESNE	264	20,337
EMERY	75	10,216
GARFIELD	32	4,986
GRAND	61	9,579
IRON	437	49,937
JUAB	156	11,010
KANE	26	7,334
MILLARD	94	12,694
MORGAN	34	11,437
PIUTE	13	1,466
RICH	11	2,319
SALT LAKE	48,676	1,121,354
SAN JUAN	53	16,895
SANPETE	236	29,409
SEVIER	309	21,267
SUMMIT	229	40,307
TOOELE	952	64,833
UINTA	446	36,373
UTAH	7,307	592,299
WASATCH	167	30,528
WASHINGTON	1,293	160,245
WAYNE	18	2,702
WEBER	7,452	247,560

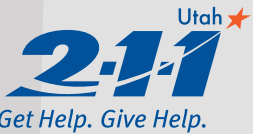
\*Totals include out-of-state calls and referrals

## 2-1-1 MAKES A DIFFERENCE

### Real Stories of Real Callers

**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 help 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.



During the past year, 2-1-1 maintained partnerships with 5 other statewide providers to further streamline access to resources for all users and increase the comprehensiveness of the 2-1-1 statewide database.



## IN THE DATABASE:

9,474 services offered

by 2,730 providers

with over 44,028 database partner interactions