




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



# ANNUAL REPORT

JULY 2017-JUNE 2018



**INFORM. CONNECT. EMPOWER.**

# INFORM. CONNECT. EMPOWER.

In a little over a decade, 2-1-1 has become a critical part of Utah’s service delivery system, connecting people to resources and support that meet basic needs intimes of difficulty.

2-1-1 is more than a phone number to call. It is a tool to help single parents pay their rent and utilities, provide families and disabled adults with extra food for the week, and supply thousands of children with school supplies, clothing, and books to help them succeed.

The ongoing support from state and local government, private donations, and other community groups allows 2-1-1 to make critical resources easily available for more than 150,000 Utahns each year. Whether through text, email, live online chat, or a searchable web database, 2-1-1 serves our community year-round, twenty-four seven. In addition, it helps direct community service providers through expanded database services, free training, and meaningful volunteer opportunities. 2-1-1 houses vast amounts of data that can identify disparities and gaps in service availability, to better inform the way resources and support systems are delivered to Utahns.

**This crucial service meets Utahns wherever and whenever they need it, empowering them to secure a brighter future.**

## 2-1-1 UTAH STATEWIDE LEADERSHIP



**Chris Christiansen**  
*2-1-1 Steering Council Chair*  
*Market Executive/SVA,*  
*Bank of America Merrill Lynch*



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



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



**Tim Jackson**  
*President and CEO*  
*United Way of Northern Utah*



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

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

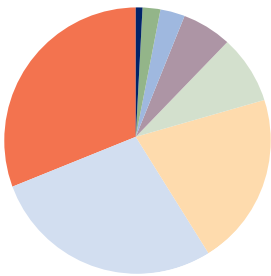
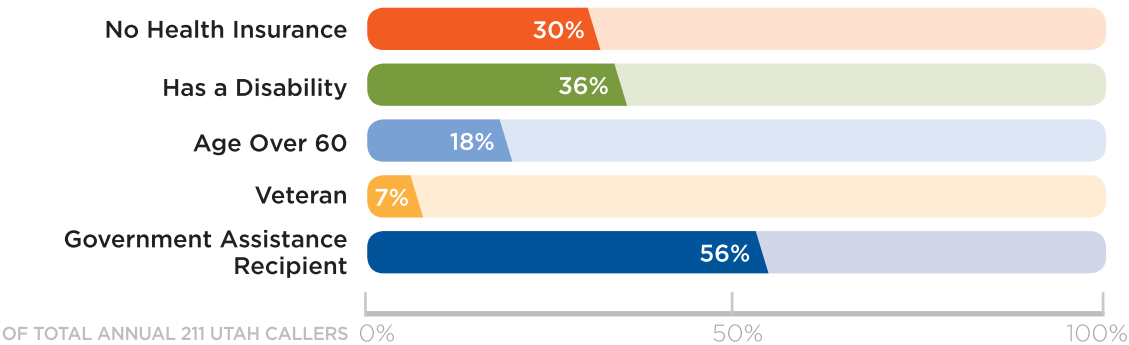
257 East 200 South, Suite 300 Salt Lake City, UT 84111-2078 | tel 801.736.8929 | fax 801.736.7800  
Hearing impaired dial Relay Utah at 7-1-1 or 888.346.3162

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



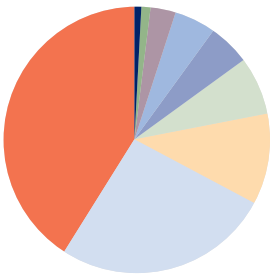
# 2-1-1 Utah is Utah's statewide information and referral system

## 2017-2018 CALLER CHARACTERISTICS



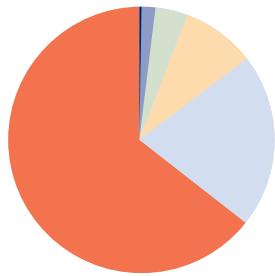
### HOUSEHOLD COMPOSITION

- 30% Single, no children
- 27% Single parent with children
- 20% Couple with children
- 8% Couple, no children
- 6% Related adults living together
- 3% Multiple families one residence
- 2% Non-related adults living together
- 1% Relatives raising children



### HIGHEST LEVEL OF EDUCATION

- 41% High school
- 26% Some college
- 11% Some high school
- 7% Associate degree
- 5% GED
- 5% Bachelor degree
- 3% Junior high
- 1% Elementary or less
- 1% Post graduate



### ANNUAL HOUSEHOLD INCOME

- 65% \$14,999 and below
- 21% \$15,000 - \$24,999
- 9% \$25,000 - \$34,999
- 4% \$35,000 - \$49,999
- 1% \$50,000 - \$75,000
- >1% \$75,000 and above

2-1-1 Utah information is available in over 220 languages.



## 2-1-1 BY THE NUMBERS:

9,688 services offered

by

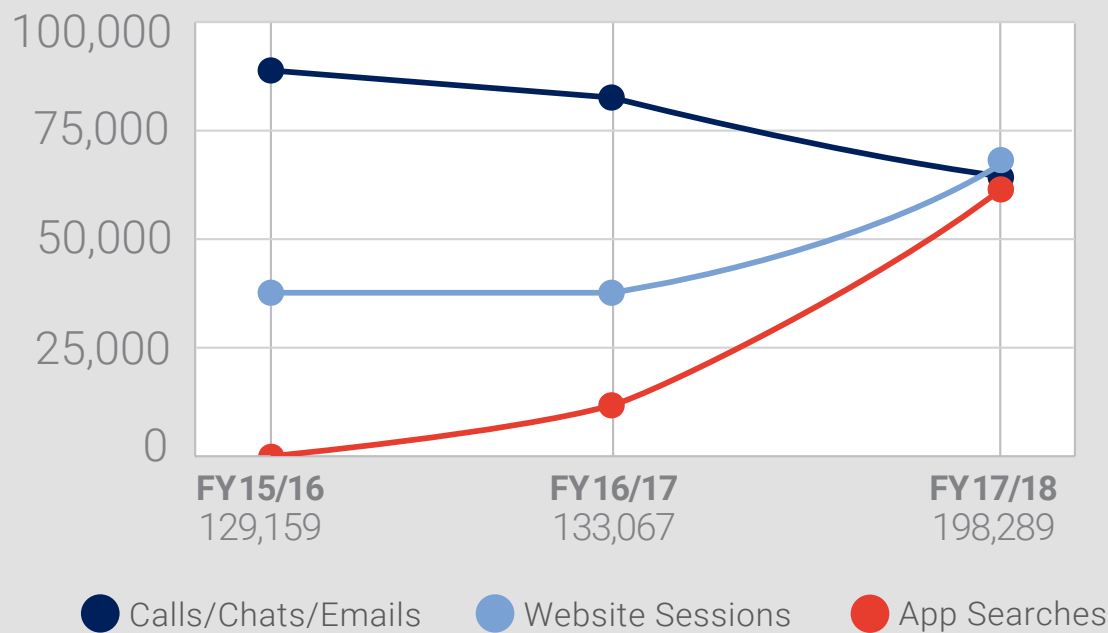
2,735 providers

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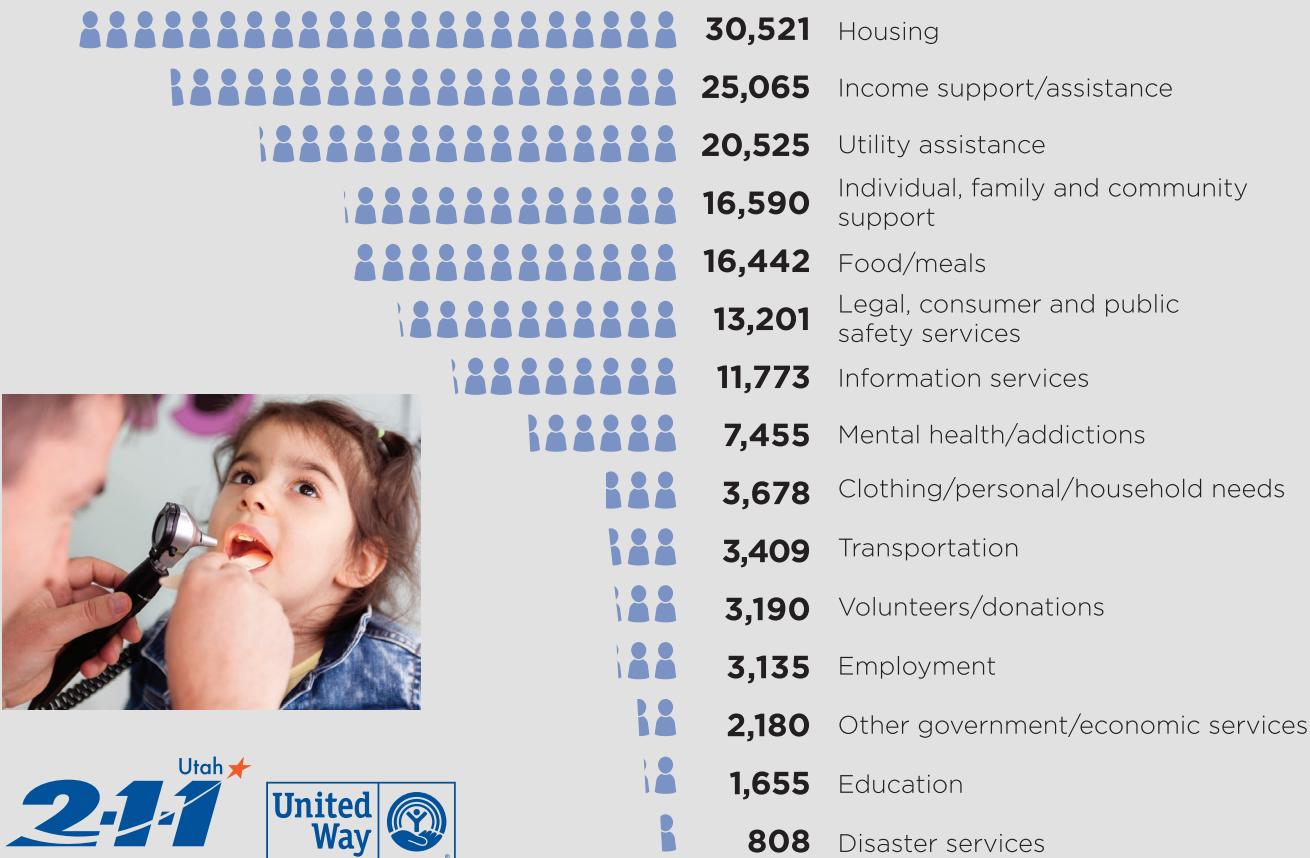
# 2-1-1 Utah is Utah's statewide information and referral system

## 2-1-1 INTERACTIONS

Total interactions have increased **54%** over the past three years.



## 2017-2018 NEEDS





# 2-1-1 Utah is Utah’s statewide information and referral system

## 2017-2018 CALLS BY COUNTY\*

COUNTY	TOTAL CALLS	POPULATION
BEAVER	33	6,463
BOX ELDER	465	53,139
CACHE	1,096	122,753
CARBON	276	20,399
DAGGETT	7	1,095
DAVIS	4,216	342,281
DUCHESNE	221	20,337
EMERY	55	10,216
GARFIELD	10	4,986
GRAND	66	9,579
IRON	389	49,937
JUAB	160	11,010
KANE	33	7,334
MILLARD	80	12,694
MORGAN	34	11,437
PIUTE	12	1,466
RICH	9	2,319
SALT LAKE	38,093	1,121,354
SAN JUAN	72	16,895
SANPETE	187	29,409
SEVIER	225	21,267
SUMMIT	193	40,307
TOOELE	881	64,833
UINTAH	414	36,373
UTAH	6,142	592,299
WASATCH	146	30,528
WASHINGTON	1,361	160,245
WAYNE	17	2,702
WEBER	5,816	247,560

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

## 2017-2018 BRIGHTSPOTS

2-1-1 Utah received an award for **Excellence in Clinical Research Partnership** for our participation in a research project with University of Utah’s College of Nursing. During the project, discharged ER patients who had additional needs were passed along to a trained 2-1-1 specialist who reached out, offered referrals specific to the patient, and followed up to ensure they received the support they needed.

2-1-1 Utah was **one of four centers** to volunteer to support the text hotline offered to survivors of **Hurricane Irma** as they evacuated and recovered from the storm. Three of our staff members were interviewed by United Way World Wide for a national presentation about the experience of offering support.

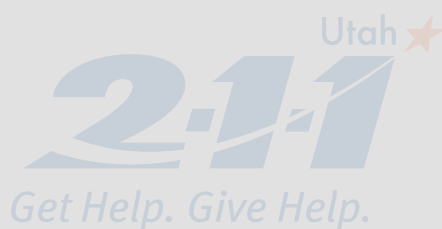
# INFORM. CONNECT. EMPOWER.

## STORIES BASED ON ACTUAL 2-1-1 UTAH CALLS

**Jane**, a young woman in her mid-20's, called 2-1-1 in desperate need of food. She disclosed that she was legally disabled, had no transportation, and, she was pregnant and alone. The information specialist connected her to the onsite mobility manager, who helped her find a doctor, a food pantry, prenatal support groups, and even helped her plan a way to get there. Jane was beyond grateful. She was alone and scared, but found hope and solace in the support given by the team at 2-1-1.

**Larry** called 2-1-1 anxious and out of breath. He told the specialist on the phone that he was homeless and hadn't eaten in three days. He was desperate for food. After determining Larry's current location, the specialist helped him find a place he could easily walk to that would give him something to eat right then. She texted him the information and gave him specific directions. The compassion she showed helped decrease Larry's anxiety and provided him with something to eat within a few moments of calling. She also encouraged him to call back if he needed anything else, and let him know we could offer additional help once that immediate need was met.


**Frederic** reached out to the nationwide text line after he was forced to evacuate his home, which was later destroyed by fire. The Red Cross had connected him to a short-term living situation, but he was looking for long-term housing and support with his basic needs. The 2-1-1 team member gave a supportive ear, expressed sympathy, and asked questions to make sure he was getting the best answers. Ultimately, Frederic was connected to several programs that were offering connection to long-term housing, as well as food, supplies, gas cards, and other support and recovery resources.



  
**DIAL 2-1-1**  
or  
**1.888.826.9790**

  
**VISIT**  
**211ut.org**

  
**DOWNLOAD**  
**2-1-1 UTAH App**

  
**TEXT ZIP Code**  
**to 898-211**

  
**211@uw.org**

  
**211utah**

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