

2-1-1 TALKS

Helping those that help others.

Intro to 2-1-1

Kellie Oler & Caitlin Schneider
Utah 2-1-1



Today I will leave with:

- Overview of 2-1-1
- Knowledge of the resources available
- Understanding of how to connect to services

A dark blue, semi-transparent background image showing a call center environment. In the foreground, a woman is wearing a headset and looking down. In the background, other call center agents are visible at their desks with computer monitors.

MISSION

INFORM Decisions
Build CONNECTIONS
EMPOWER Utah

2-1-1 TALKS

Helping those that help others.

Who We Serve:

- People who need help
- People who help people who need help
- People who make policy and give funding for services used by people who need help



Self-actualization

desire to become the most that one can be

Esteem

respect, self-esteem, status, recognition, strength, freedom

Love and belonging

friendship, intimacy, family, sense of connection

Safety needs

personal security, employment, resources, health, property

Physiological needs

air, water, food, shelter, sleep, clothing, reproduction

VISION

A 2-1-1 system that helps ensure every person in the state has their basic needs met, *including* shelter, clothing, food, access to appropriate health care, and personal safety.

Included in the 2-1-1 Database

2,735

Total Providers

9,688

Services

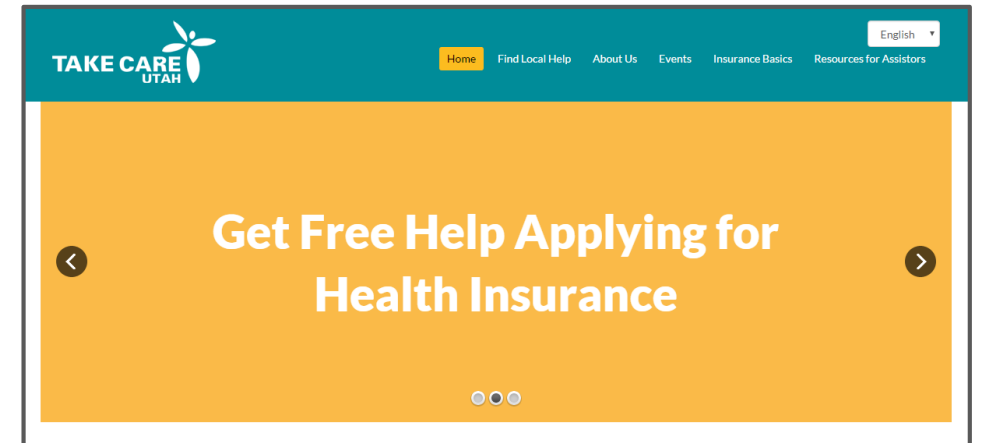
Important Human Resources

- Housing
- Emergency Food Assistance
- Utility Assistance
- Health and Mental Health
- Substance Abuse
- Legal Aid
- Government Services
- Transportation

Partnerships

Key Partners Engaged:

- Help Me Grow
- Utah Transit Authority
- Utah Tax Help
- Take Care Utah
- Substance Use Disorder Helpline
- University of Utah



Disaster Relief and Response

Key Partners Engaged:

Utah Division of Emergency Management (DEM)

- May be activated as the Emergency Call Center for overflow calls from first-responders and local Emergency Managers to the State EOC

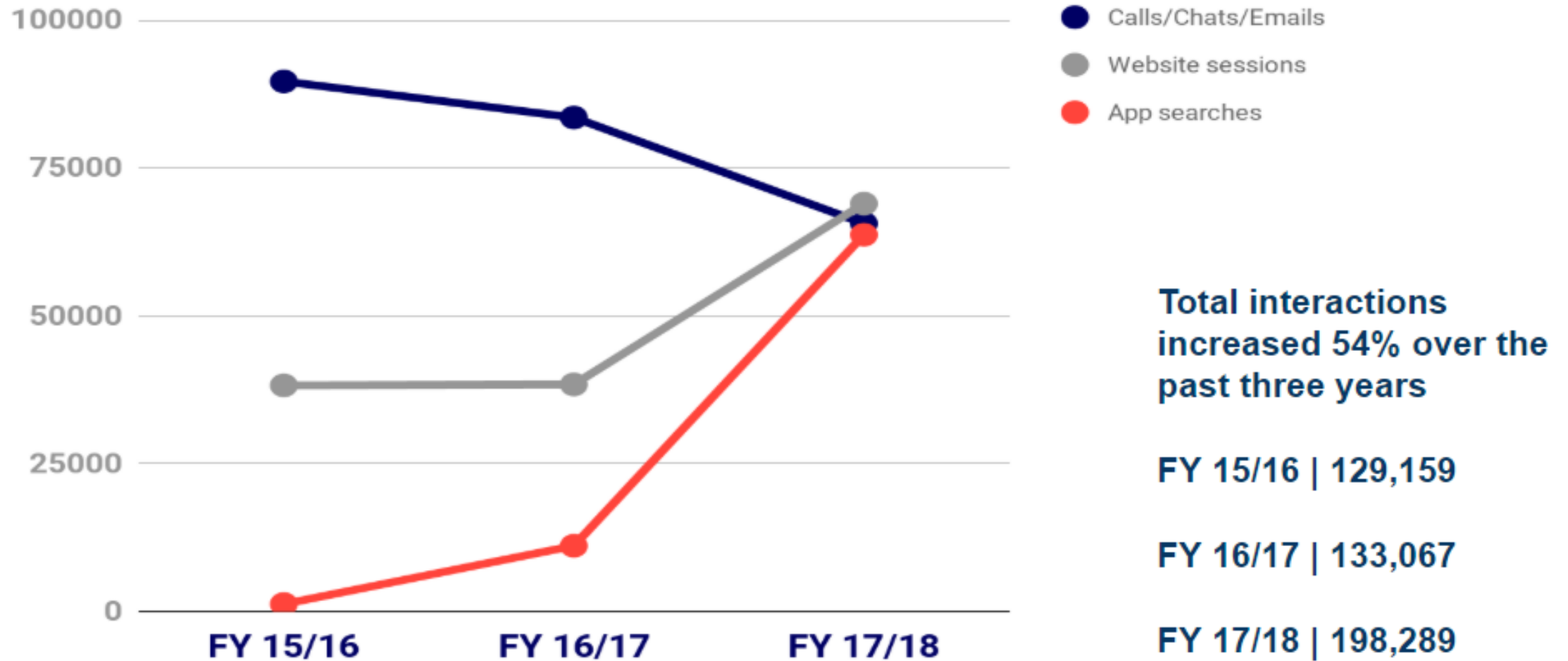
Utah Public Information Officers Association

- May be activated to serve as Emergency Public information line for support during a disaster

Utah Volunteer/Community Organizations Active in Disaster (VOAD)

- May be activated requested to serve as Emergency Public information line for support during a local disaster and/or coordinate donation and volunteer logistics for a national emergency

Accessing 2-1-1





CALL



NEW APP



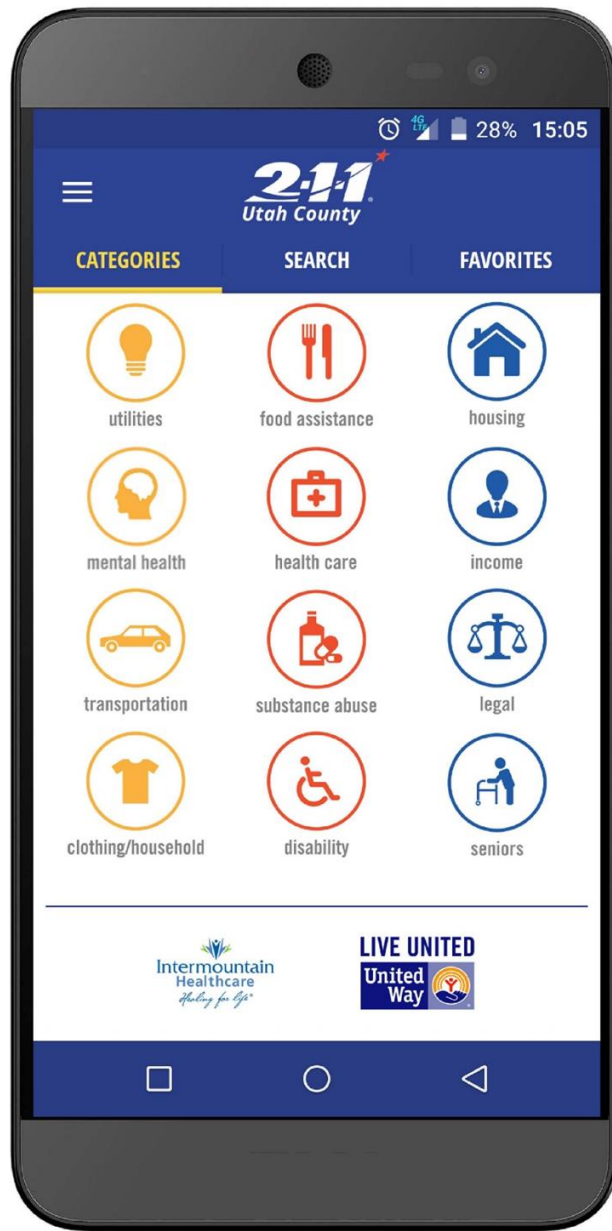
TEXT



CHAT



EMAIL



2-1-1 TALKS

Helping those that help others.



Download Now

“2-1-1 Utah”



utilities



food assistance



housing



mental health



health care



income



transportation



substance abuse



legal



clothing/household



education



family support





Location



Use Phone Location



Set Another Location

Save Phone Location



Search the full state of Utah

Location

Use Phone Location Set Another Location

 Enter City or Zip code

 Enter an Address

Save Location

Search the full state of Utah





Advanced Search

County:
Washington



Location

Use Phone Location Set Another Location

 St George

 Enter an Address

Save Location

Search the full state of Utah



CATEGORIES

SEARCH

FAVORITES



utilities



food assistance



housing



mental health



health care



income



transportation



substance abuse



legal



clothing/household



education



family support



T-Mobile LTE 4:51 PM 30% County: Utah

Utilities

Distance | Abc's | All

- ★ Community Action Services and Food Bank - Pr... 0.8 miles
- ★ Mountainlands HEAT Program 5.4 miles
- ★ Agape Community Center 13.5 miles
- ☆ Comcast 26.8 miles
- ☆ The Salvation Army - Salt Lake 33.0 miles
- ☆ Department of Workforce Services - Eligibility S... 38.7 miles
- ☆ Dominion Energy 38.7 miles
- ☆ CenturyLink 469.5 miles

T-Mobile LTE 4:54 PM 28% County: Utah

← Utilities

Distance | **Abc's** | All

- ★ Access Wireless 1441.4 miles >
- ★ Agape Community Center 13.5 miles >
- ★ Assurance Wireless 1352.3 miles >
- ★ CenturyLink 469.5 miles >
- ★ Comcast 26.8 miles >
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- ★ Department of Workforce Services - Eligibility S... 38.7 miles >
- ★ Dominion Energy 38.7 miles >

← Utilities County: Utah

Distance | **Abc's** | All

- Other
- Phone
- Providers
- Utilities

★ Access Wireless
1439.9 miles

★ Agape Community Center
13.0 miles

★ Assurance Wireless
1349.9 miles

★ CenturyLink
1205.4 miles

★ Comcast
28.5 miles

★ Community Action Services and Food Bank - Pr...
2.4 miles

★ Department of Workforce Services - Eligibility S...
39.7 miles

★ Dominion Energy
39.8 miles

T-Mobile LTE 4:54 PM 28% County: Utah

← Utilities

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- ☆ Department of Workforce Services - Eligibility S... 38.7 miles >
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- ☆ The Salvation Army - Salt Lake 33.0 miles >



★ FAVORITE

SHARE

Mountainlands HEAT Program



586 East 800 North
Orem, UT 84097



801-229-3855



<http://www.mountainland.org>

Description

Provides winter home heating assistance and year-round energy crisis intervention for eligible low-income households throughout Utah November through April, or until available funds are exhausted.

Primary Services

- Utility Service Payment Assistance

Hours

M - Th 7:30 am - 5:30 pm



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De

SHARE via EMAIL

SHARE via TEXT

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utilities



food assistance



housing



mental health



health care



income



transportation



substance abuse



legal



clothing/household



education



family support



WIC Advanced Search

-  **Utah State WIC Program**
38.3 miles >
-  **Utah County Health Department - Provo**
0.2 miles >
-  **Utah County Health Department - Orem**
6.3 miles >
-  **Utah County Health Department - American Fork**
11.2 miles >
-  **Utah County Health Department - Payson**
13.5 miles >



★ FAVORITE

🔗 SHARE

Utah County Health Department - Provo



151 South University Ave
Provo, UT 84601



801-851-7000



www.utahcountyonline.org/dept/health

Description

Provides services that promote the achievement and maintenance of optimal health for all people in the community.

Primary Services

- [Environmental Hazards Evaluation](#)
- [Radon Testing](#)
- [Child Passenger Safety Seat Inspections](#)
- [Child Passenger Safety Seats](#)
- [Breast Examinations](#)
- [Pap Tests](#)



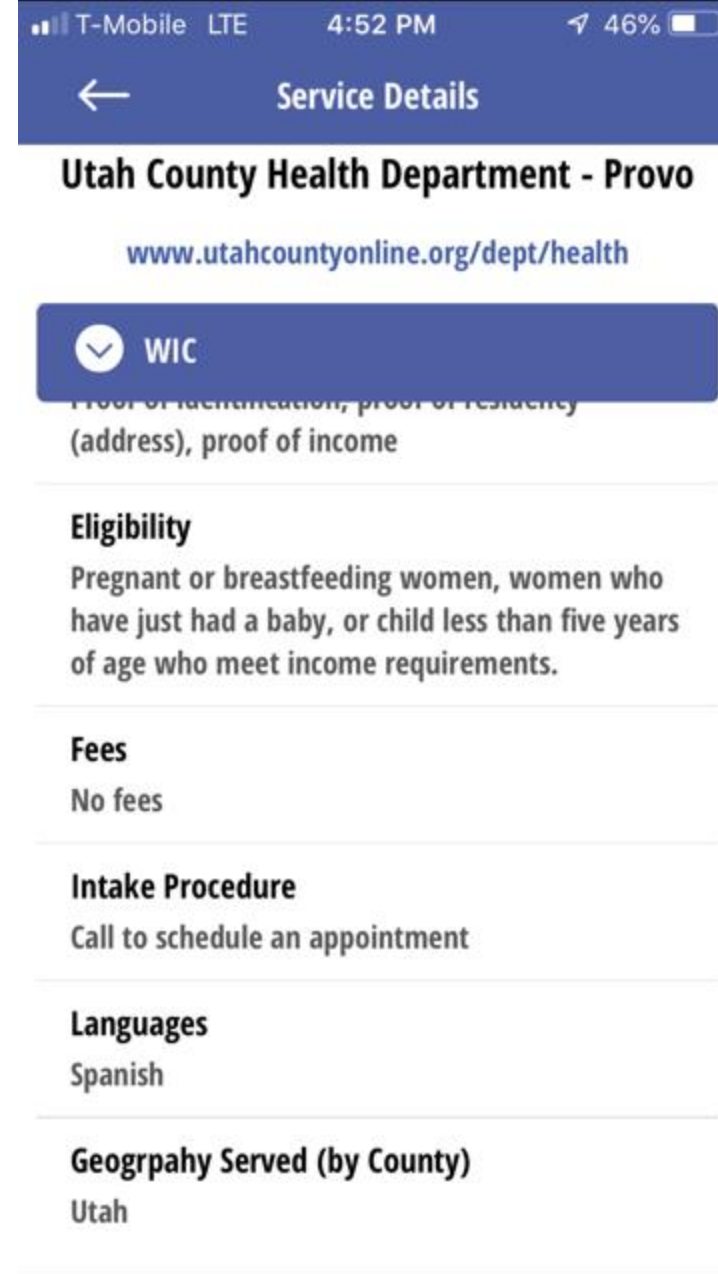
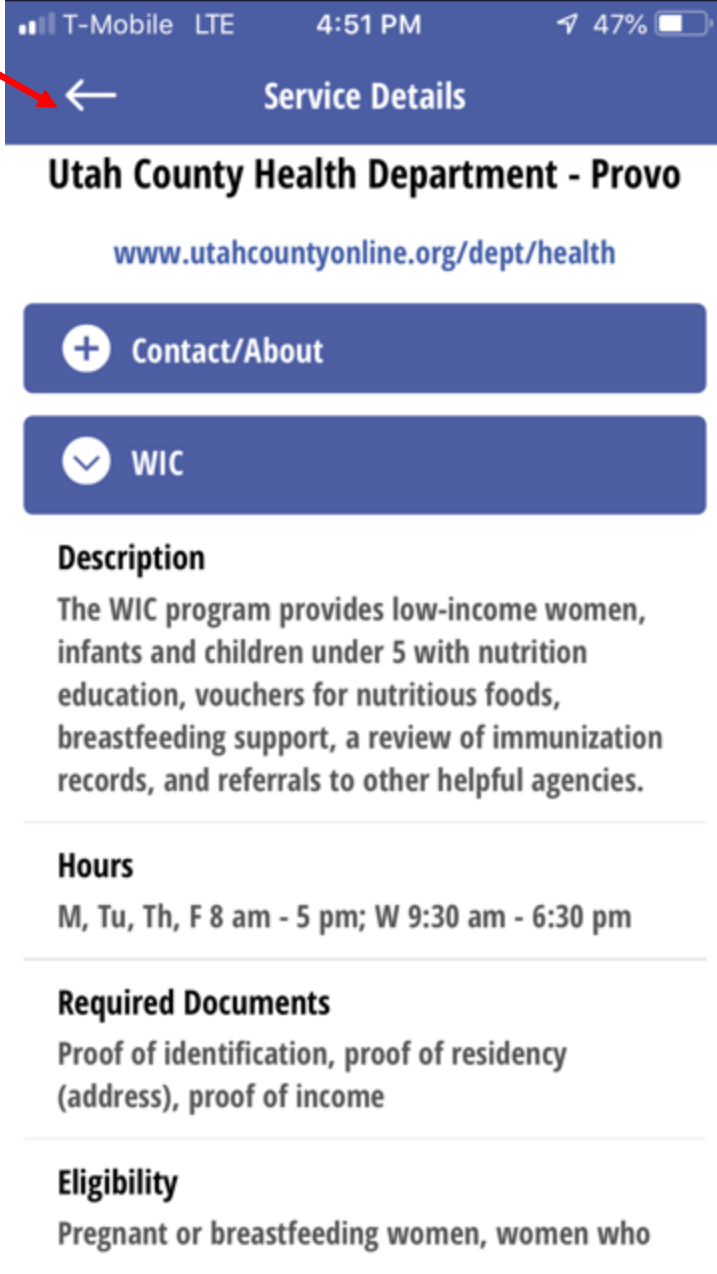
★ FAVORITE

🔗 SHARE

- [Pap Tests](#)
- [Skin Screening](#)
- [Sexually Transmitted Disease Screening](#)
- [Tuberculosis Screening](#)
- [General Physical Examinations](#)
- [Chronic Disease Self Management Programs](#)
- [Birth Control](#)
- [Pregnancy Testing](#)
- [Prenatal Care](#)
- [Immunizations](#)
- [Foster Grandparent Program](#)
- [Senior Companion Program](#)
- [WIC](#) ←
- [Prenatal/Postnatal Home Visitation Programs](#)
- [Smoking Cessation](#)

Hours

M - F 8 am - 5 pm





★ FAVORITE

SHARE

Utah County Health Department - Provo



151 South University Ave
Provo, UT 84601



801-851-7000



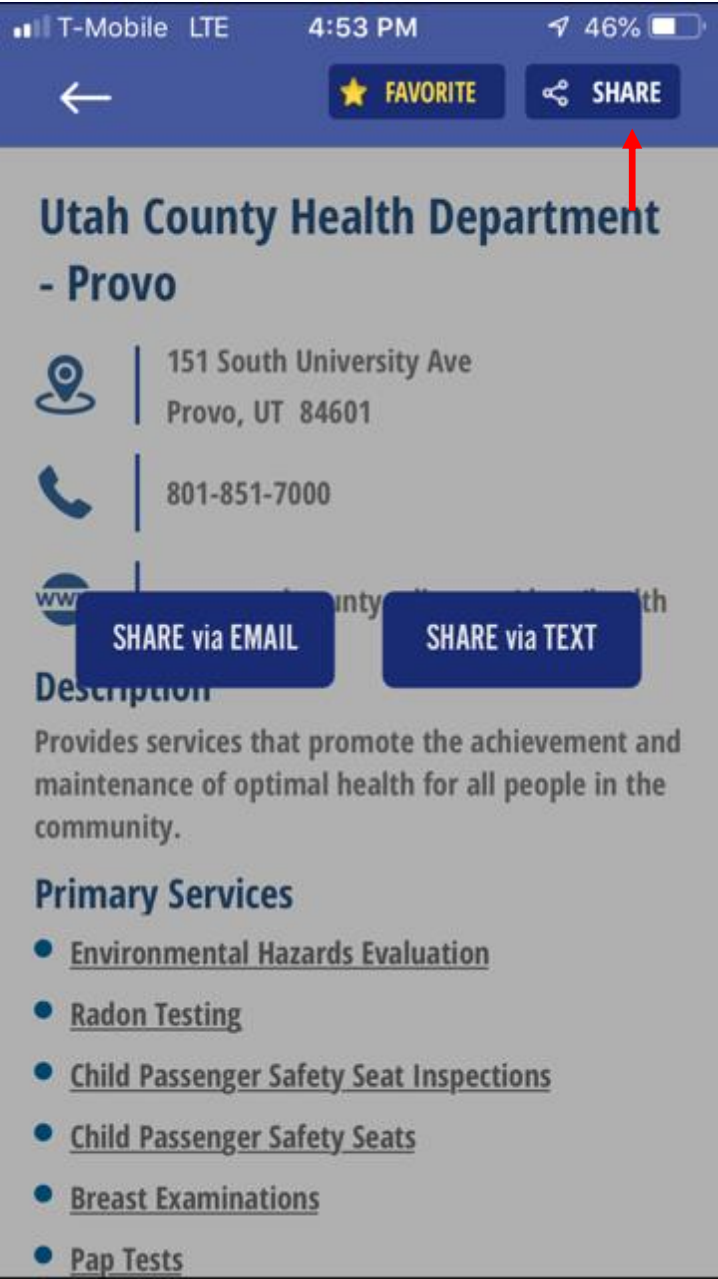
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CATEGORIES

SEARCH

FAVORITES



utilities



food assistance



housing



mental health



health care



income



transportation



substance abuse



legal



clothing/household




education












family support



T-Mobile 10:07 AM 94%

← Family Support  County: Utah

Distance | Abc's | All 

-  United Way of Utah County 0.0 miles >
-  Social Security Administration - Provo Office 0.0 miles >
-  Provo Fourth District Court 0.0 miles >
-  Utah County Government 0.2 miles >
-  Utah State University Extension Service - Utah C... 0.2 miles >
-  Division of Services For People With Disabilities... 0.3 miles >
-  Utah State Tax Commission - Provo 0.3 miles >
-  Provo City Government 0.3 miles >



T-Mobile 10:12 AM 91% County: Utah

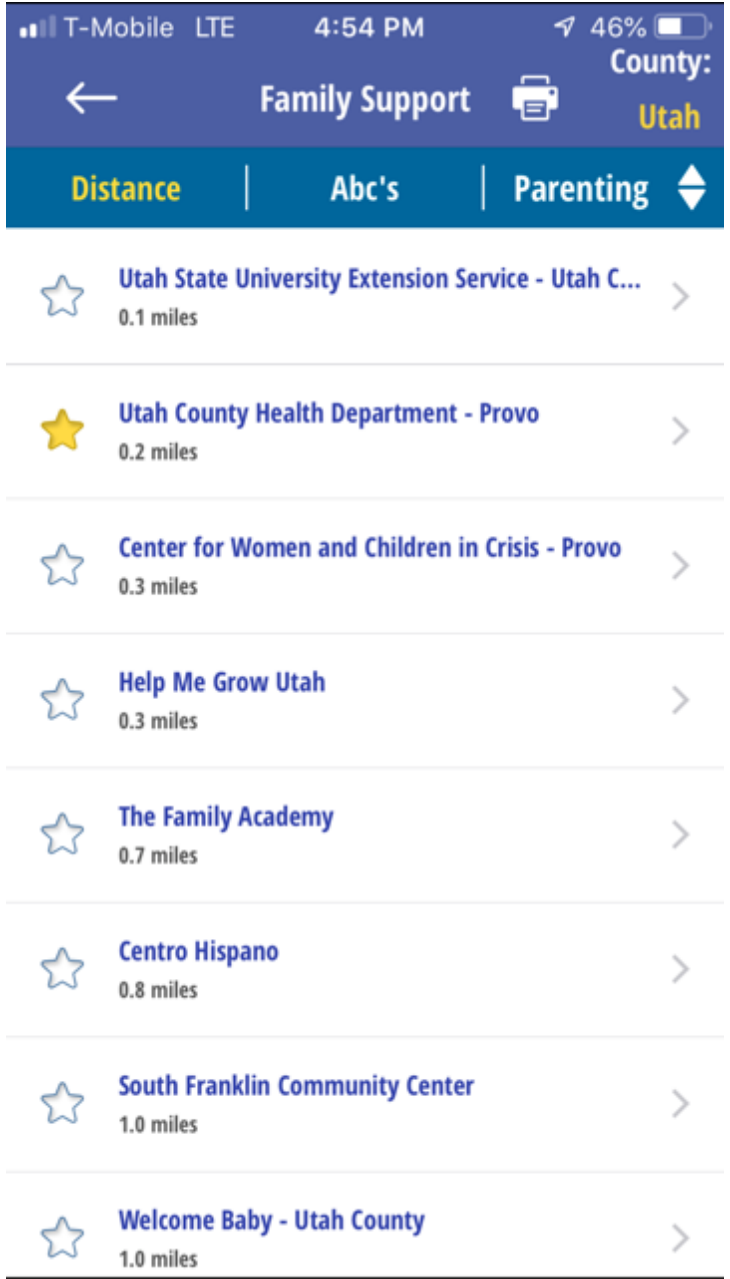
Family Support

Distance | **Abc's** | All

- United Way of Utah County
0.0 miles
- Social Security Administration - Provo
0.0 miles
- Provo Fourth District Court
0.0 miles
- Utah County Government
0.2 miles
- Utah State University Extension Service
0.2 miles
- Division of Services For People With Disabilities
0.3 miles
- Utah State Tax Commission - Provo
0.3 miles
- Provo City Government
0.3 miles

Animal
Child Car...
Community
Death/Bu...
Foster/Ki...
Holiday
Home
Instruction
Other
Parenting
Support G...
Veteran







Utah
2-1-1

County:
Utah

CATEGORIES

SEARCH

FAVORITES



utilities



food assistance



housing



mental health



health care



income



transportation



substance abuse



legal



clothing/household



education



family support



2-1-1 TALKS

Helping those that help others.

T-Mobile 10:09 AM 91%
Utah 2-1-1 County: Utah
CATEGORIES SEARCH FAVORITES

★ Mountainlands HEAT Program 5.3 miles >

★ BYU Community Legal Clinic 1.2 miles >

★ Community Action Services and Food Bank - Pr... 0.9 miles >

★ Provo Canyon Behavioral Hospital 5.2 miles >

★ Mountainlands Family Health Center - Provo 1.1 miles >

★ Utah County Health Department - Provo 0.3 miles >



PRINT/SHARE LIST

Select the printer to PRINT or SHARE the list you are viewing





utilities



food assistance



housing



mental health



health care



income



transportation



substance abuse



legal



clothing/household



education



family support



The image displays the Utah 2-1-1 mobile application interface. On the left is a vertical navigation menu with six options, each accompanied by a red arrow pointing to the right:

- Talk to a 2-1-1 specialist (phone icon)
- Text a 2-1-1 specialist (text message icon)
- Search volunteer opportunities (hands icon)
- Set location (location pin icon)
- Help (info icon)

The main content area is titled "Utah 2-1-1" and features two tabs: "CATEGORIES" (selected) and "SEARCH". Under the "CATEGORIES" tab, there are ten service icons arranged in two columns:

- Column 1 (Yellow icons): utilities, mental health, transportation, clothing/household
- Column 2 (Red icons): food assistance, health care, substance abuse, education

At the bottom of the app, there are logos for "Intermountain Healthcare" and "University of Utah United Way".



Utah
2-1-1

SIGN UP

LOGIN



Get Involved, Make a
Difference.

Needs



Do you represent an agency? [Learn what
Get Connected can do for you.](#)

2-1-1 TALKS

Helping those that help others.

2-1-1 TALKS

Helping those that help others.

Thank you!!

Kellie Oler

United Way of Utah County

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