



LETTER FROM UTAH 211

Over the past ten years, Utah 211 has become a critical part of Utah's health and human service delivery system, by connecting the people of Utah to the housing, food, transportation, and other essential resources that we all require to live healthy lives.

211 is more than a phone number to call. With support from state and local government, private donations, and other community groups, **211 continues to make critical resources easily available for more than 150,000 Utahns each year.** Additionally, 211 helps support community service providers through expansive database services, free training, and by connecting members of our community to meaningful volunteer opportunities.

211 houses vast amounts of data that identifies disparities and gaps in service in communities throughout Utah. This information is passed along to elected officials and the people who lead our publicly-funded agencies to better advocate and inform the way resources and support systems are delivered to Utahns.

Moving forward, we are working to build out strategies that place the needs of people, communities, and service providers at the center of how we work. Whether a Utahn first seeks support from a medical professional, a case worker, a college advisor, a parole or probation officer, or another service provider in their community, we're working to create systems that allow him or her to address more of their needs, more holistically, and more easily.

Our goal is to help create a better tomorrow by informing, connecting and empowering you, your neighbors, colleagues, friends and family members. **By using 211 services, Utahns are empowered to secure a brighter future.**



INFORM. CONNECT. EMPOWER.

UTAH 211 EMERGENCY DISASTER MANAGEMENT

Utah 211 continued a partnership with the Division of Emergency Management via the Department of Public Safety. 211 worked with and trained key stakeholders to ensure effective and timely dissemination of information to emergency managers, first responders, and the general public during an incident. Today, 150 trained volunteers are on standby across the state, ready to provide support to Utahns via phone, text, and email should an emergency occur.

Utah 211 provided support to South Carolina during Hurricane Florence by offering 48 hours of phone coverage and handling 342 phone calls. Callers were looking for housing repairs, shelter, food, water, transportation, and financial support. "Utah 211 truly changed the way South Carolina was able to respond to this disaster" –John-Mark Bell, *Vice President of Operations and 211 Services.*

UTAH 211 PARTNERSHIPS

Utah 211 continued momentum on a pilot project with the University of Utah Hospital Emergency Department, creating a system by which patients are screened for social needs at their medical facilities. Enabling Utah 211 to directly refer patients to community-based services, and provide follow-up to improve health outcomes.

Building on the success of the program with the University of Utah Hospital Emergency Department, Utah 211 began facilitating meetings of medical and community professionals to explore ways to alleviate economic and social hardships that impact an individual's health. The focus is on promoting and connecting individuals to needed services, reducing risk factors that place Utahns in harm's way of disease, injury, and hospital admissions.

Utah 211 works with Utah's Department of Health to prevent and reduce opioid abuse, misuse, and overdose deaths in Utah by becoming the Substance Use Disorder helpline. Utah 211 committed to assisting those that need support with connecting and navigating services by building a centralized substance use disorder resource database for the state of Utah.

United Way Worldwide, Lyft, and Utah 211 partnered to launch Ride United, a program designed to assist people who otherwise have no source of transportation and need an "on demand" ride to healthcare/medical appointments, public benefits appointments, and food resources.

The Utah Transit Authority and Utah 211 offered a mobility management program to coordinate public transportation to individuals who have disabilities or are seniors connecting with Utah 211 resources.

Utah 211 provided support for the Volunteer Income Tax Assistance (VITA) program, a national initiative sponsored by the Internal Revenue Service that offers free tax preparation to people with an annual household income of \$56,000 or less who need assistance in preparing their own tax returns.



ANNUAL REPORT

JULY 2018–JUNE 2019



 **DIAL 211**
or 1.888.826.9790
 **VISIT**
211utah.org
 **DOWNLOAD**
211 UTAH App
 211@uw.org
 211utah
 211utah

Hearing impaired dial **Relay Utah** at **711** or **888.346.3162**

dial 211 • 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.

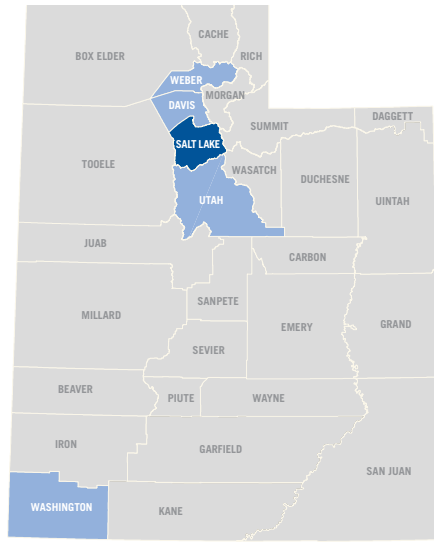
INFORM. CONNECT. EMPOWER.

Utah 211 is Utah's statewide information and referral system

2018-2019 TOTAL INTERACTIONS BY COUNTY

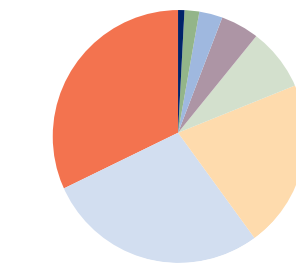
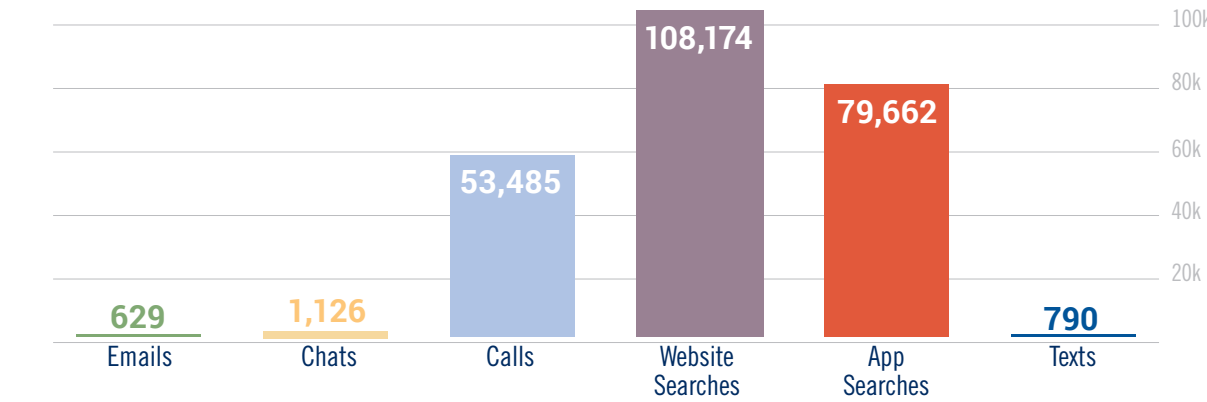
Includes calls, chats, texts and emails.

BEAVER	44	RICH	9
BOX ELDER	370	SALT LAKE	27,541
CACHE	748	SAN JUAN	50
CARBON	230	SANPETE	198
DAGGETT	9	SEVIER	271
DAVIS	2,841	SUMMIT	132
DUCHESNE	167	TOOELE	577
EMERY	47	UINTAH	344
GARFIELD	16	UTAH	5,180
GRAND	43	WASHINGTON	1,189
IRON	348	MILLARD	76
JUAB	83	MORGAN	32
KANE	23	PIUTE	15
		WEBER	4,615

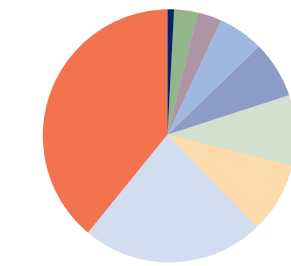


2018-2019 INTERACTION CHARACTERISTICS

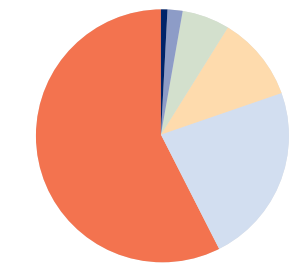
CONTACT METHOD (Annual totals)



HOUSEHOLD COMPOSITION
32% Single, no children
28% Single parent with children
21% Couple with children
8% Couple, no children
5% Related adults living together
3% Multiple families one residence
2% Non-related adults living together
1% Relatives raising children



HIGHEST LEVEL OF EDUCATION
39% High school
23% Some college
9% Some high school
9% Associate degree
7% Bachelor degree
6% GED
3% Junior high
3% Elementary or less
1% Post graduate

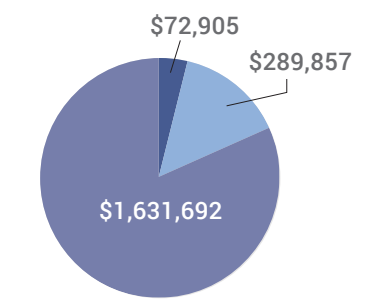


ANNUAL HOUSEHOLD INCOME
58% \$14,999 and below
23% \$15,000 - \$24,999
11% \$25,000 - \$34,999
6% \$35,000 - \$49,999
2% \$50,000 - \$75,000
>1% \$75,000 and above

2018-2019 MAJOR INVESTORS

- Contracts**
 - Addiction Policy Forum
 - Aloha United Way
 - Association for Utah Community Health
 - CAP Utah
 - CDC Flu on Call
 - Department of Human Services-Division of Children and Family Services
 - Medical Home Portal
 - Take Care Utah
 - Utah Department of Health-Health Resource Center
- Grants**
 - State of Utah-Department of Health and Human Services
 - Utah Transit Authority
 - United Way Worldwide
 - West Valley City CDBG

2018-2019 FINANCIALS

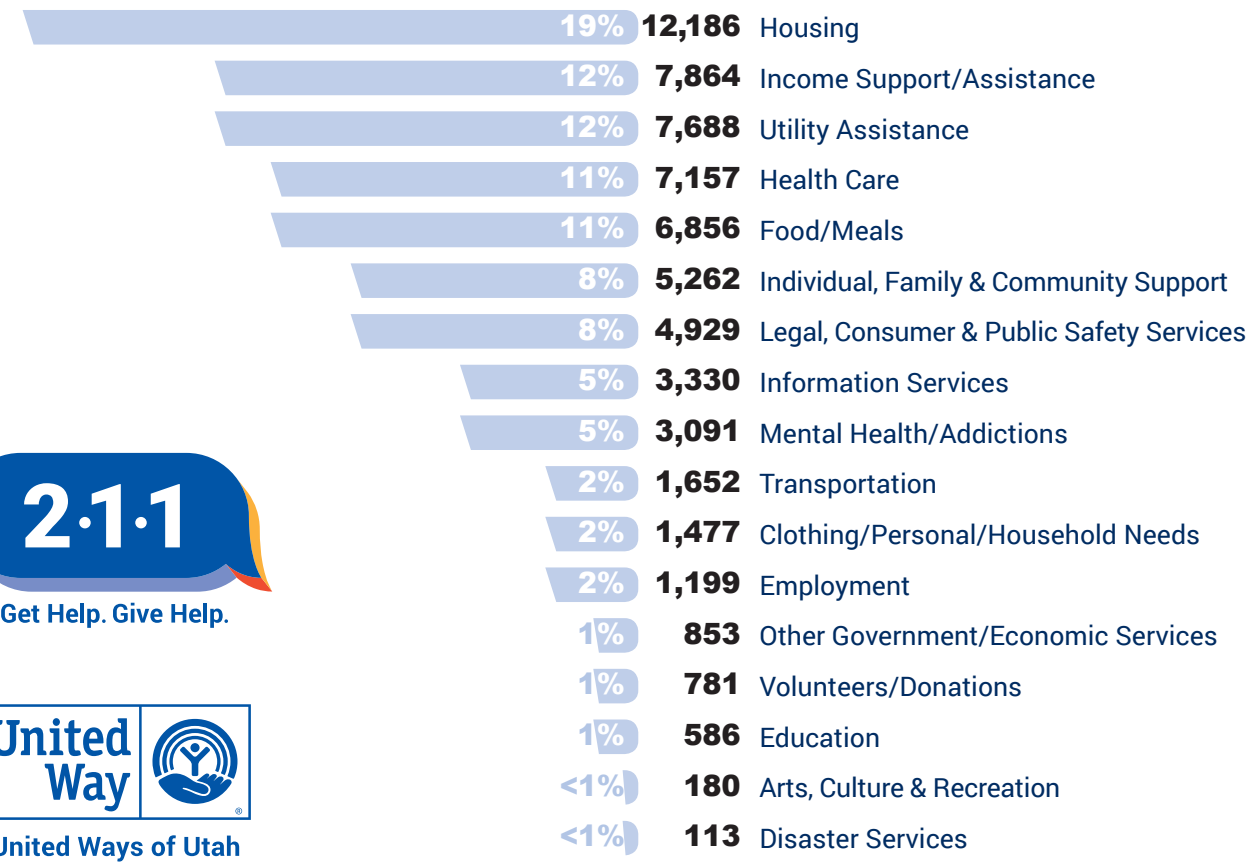


UTAH 211 TOTAL EXPENSES
 United Way of Salt Lake
 United Way of Utah County
 United Way of Northern Utah

2018-2019 UTAH 211 STEERING COUNCIL

- Christy Allen**
Coordinated Mobility Specialist
Utah Transit Authority
- Andrea Beadles**
Executive Director
Weber Housing Authority
- Katie Bennett**
Release ReEntry Supervisor
Adult Probation and Parole
- Jan Bigelow**
Community Integration Coordinator
Utah Independent Living Center
- Rebecca Chavez-Houck**
Managing Member
Aspira Public Affairs, LLC
- Chris Christiansen (Chair)**
SVP Market Executive Business Banking
Bank of America Merrill Lynch
- Darlene Christensen**
Family and Consumer Sciences Agent,
Utah State University Extension, Tooele
- Clint Cottam**
Executive Director
CAP Utah
- Elizabeth Craig**
Social Services Manager
SelectHealth
- Sheila Curtis**
Operations Section Chief
Utah Division of Emergency Management
- Heidi DeMarco**
Director
Mountainland Area Aging and Adult Services
- Patrice Dickson**
Chief Operations Officer of Social Services
Utah Community Action
- Jennifer Dikes**
Chief Communications Officer
U.S. Department of Veteran's Affairs
- Jennifer Domenici**
Program Specialist
Department of Workforce Services,
Housing and Community Development
- Nic Dunn**
Senior Policy Advisor to Aimee Winder-Newton
Salt Lake County Council-District 3
- Sara Dorsey**
Outreach Coordinator
UServe Utah
- Anna Fondario**
Program Manager
Utah Department of Health
- Lori Harding**
Regional Welfare and Self Reliance Manager
The Church of Jesus Christ of Latter-day Saints
- Tracy Harris-Belnap**
State Program Specialist,
Work Success and Connection
Department of Workforce Services
- Abraham Hernandez**
Health Promotion Coordinator
Centro Hispano
- Matt Hoffman**
Chief Medical Informatics Officer
Utah Health Information Network
- Anne Milne**
Executive Director
Utah Legal Services
- Rob Moolman**
Executive Director
Utah Pride Center
- Kimberly Mueller**
Director, Analytic Operations
Comagine
- Marie Nagata**
Health Program Manager
Utah Department of Health
- Shanin Rapp**
Youth SUD Program Manager,
SYT-I Grant Project Director
Department of Human Services,
Utah State Division of Substance Abuse and Mental Health
- Heidi Ruster**
Regional CEO
American Red Cross
- Randal Serr**
Director
Take Care Utah
- Lana Stohl**
Deputy Director
Department of Workforce Services
- Andrea Wallace**
Interim Chair, Adjunct Professor,
Associate Professor
University of Utah, College of Nursing
- Zac Whitwell**
Assistant Director
Department of Workforce Services (Price)
- Cathleen Zick**
Acting Dean, Professor
University of Utah, College of Social and Behavioral Sciences

2018-2019 INTERACTION NEEDS



UTAH 211 CASE STORIES

Recently, the mother of a teenage son contacted Utah 211, unsure of what resources she was looking for, but knowing she wanted to keep her son off the path of substance abuse. Her son didn't have any health insurance, had received counseling in the past for substance use, and currently smoked marijuana. By engaging in a conversation with a highly-trained information specialist, the mother determined she was searching for a detox program. The specialist was immediately able to transfer her to a trusted resource. Weeks later, Utah 211 reconnected with the mother and learned that her son received services needed for counseling and had not consumed substances in several weeks.

A single father connected with Utah 211 after recently serving jail time. Despite working hard, he was not making enough to cover his rent or provide for his children. He had submitted an application for food stamps. An information specialist referred him to the Department of Workforce Services so he could report the change in his living location, knowing this would give him the chance to inquire about qualifying for an increase in his food stamps, in addition to other available services. The specialist provided the man additional references to resources for help with rent, utilities, and free tax filing.