Dear Friends,

Utah 211 continues to serve a critical role in Utah’s health and human services delivery system. By connecting people to housing, food, transportation, and other essential resources required to live healthy lives, it empowers users to change their lives for the better.

Utah 211 makes critical resources easily accessible to more than 150,000 Utahns each year while also supporting community service providers and connecting community members with meaningful volunteer opportunities.

Utah 211 uses the data it collects to inform elected officials and those who lead our publicly funded agencies of disparities and gaps in services throughout Utah to better advocate for the way resources and support systems are delivered to Utahns.

We continue to focus on putting the needs of people, communities, and service providers at the center of our work. Our core mission includes the elimination of racial and economic disparity gaps. This year we strive to seek out and learn from those impacted by racism.

Regardless of the type of support needed, we’re working to create systems to address more of these needs more easily, and with a more holistic approach.

Our goal is to help create a better tomorrow by informing, connecting, and empowering our community.

Bill Crim  
President and CEO  
United Way of Salt Lake

Bill Hulterstrom  
President and CEO  
United Way of Utah County

Tim Jackson  
President and CEO  
United Way of Northern Utah

Beth Martial  
Utah 211 Managing Director,  
United Way of Salt Lake

Chris Christiansen  
Utah 211 Steering Council Chair,  
Market Executive/SVA,  
Bank of America Merrill Lynch

Dienna Simmons  
Utah 211 Steering Council Co-Chair,  
Board Member United Way of Utah County
**Utah 211 serves all Utahns.** Utah 211 has partnerships across the state to ensure that timely, effective access to resources is available. The Utah 211 network connects community members with healthcare providers, policy influencers, disaster responders, financial advisors, legal aid, and other support.

**To view the full PDF**, including all six categories of Utah 211’s Programs, Services & Partnerships in-depth, **scan the QR Code to the right.** (The next page features each category individually.)
To see individual categories in greater detail, use the camera on your mobile device to scan the QR code to the right of each thumbnail.
Utah 211 is Utah’s Statewide Health and Human Services Referral System

2019–2020 TOTAL INTERACTIONS BY COUNTY

Includes phone, chat, text, email, in-person, and social media interactions.

- **BEAVER** 52
- **BOX ELDER** 403
- **CACHE** 706
- **CARBON** 277
- **DAGGETT** <10
- **DAVIS** 3,294
- **DUCHESNE** 189
- **EMERY** 65
- **GARFIELD** 21
- **GRAND** 66
- **IRON** 378
- **JUAB** 62
- **KANE** 46
- **MILLARD** 51
- **MORGAN** 25

- **PIUTE** <10
- **RICH** 15
- **SALT LAKE** 29,688
- **SAN JUAN** 55
- **SANPETE** 156
- **SEVIER** 239
- **SUMMIT** 212
- **TOOELE** 594
- ** UINTAH** 315
- **UTAH** 5,295
- **WASATCH** 146
- **WASHINGTON** 1,210
- **WAYNE** 18
- **WEBER** 4,383

2019–2020 INTERACTION NEEDS

- **Housing** 13,124 (21%)
- **Food/Meals** 7,497 (12%)
- **Utility Assistance** 7,201 (12%)
- **Health Care** 6,615 (11%)
- **Income Support/Assistance** 6,172 (10%)
- **Individual, Family & Community Support** 4,518 (7%)
- **Legal, Consumer & Public Safety Services** 4,270 (7%)
- **Information Services** 3,342 (5%)
- **Mental Health/Addictions** 2,398 (4%)
- **Transportation** 1,804 (3%)
- **Clothing/Personal/Household Needs** 1,498 (2%)
- **Employment** 984 (2%)
- **Other Government/Economic Services** 794 (1%)
- **Volunteers/Donations** 688 (<1%)
- **Education** 521 (<1%)
- **Disaster Services** 213 (<1%)
- **Arts, Culture & Recreation** 146 (<1%)

2.1.1 Get Help. Give Help.

United Ways of Utah
Utah 211 is Utah’s Statewide Health and Human Services Referral System

### 2019-2020 Interaction Characteristics

#### Contact Method (Annual totals)

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<th>Calls</th>
<th>Website Searches</th>
<th>App Searches</th>
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#### Household Composition

- **31%** Single, no children
- **27%** Single parent with children
- **22%** Couple with children
- **9%** Couple, no children
- **7%** Related adults living together
- **3%** Multiple families, one residence
- **2%** Non-related adults living together
- **1%** Relatives raising children

#### Highest Level of Education

- **40%** High school
- **22%** Some college
- **10%** Some high school
- **8%** Associate degree
- **8%** Bachelor’s degree
- **5%** GED
- **4%** Elementary or less
- **3%** Junior high
- **2%** Postgraduate

#### Annual Household Income

- **41%** $14,999 - $1
- **23%** $15,000 - $24,999
- **13%** $25,000 - $34,999
- **11%** $0
- **8%** $35,000 - $49,999
- **3%** $50,000 - $75,000
- **1%** $75,000 and above
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2019–2020 MAJOR INVESTORS

- Addiction Policy Forum
- Adult Probation and Parole
- Aloha United Way
- American Red Cross—Utah and Nevada Region
- Association for Utah Community Health
- CAP Utah
- Department of Human Services—Division of Children and Family Services
- Division of Emergency Management

2019–2020 FINANCIALS

- UWSL $1,727,438
- UWNU $38,388
- UWUC $331,780
- TOTAL: $2,097,606

2019–2020 UTAH 211 STEERING COUNCIL

- Diena Simmons (Co-Chair)
  Board Member
  United Way of Utah County
- Christy Allen
  Coordinated Mobility Specialist
  Utah Transit Authority
- Andrea Beadles
  Executive Director
  Weber Housing Authority
- 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
- Clint Cottam
  Executive Director
  CAP Utah
- Sheila Curtis
  Operations Section Chief
  Utah Division of Emergency Management
- Kim Cutshall
  Director
  SelectHealth
- Heidi DeMarco
  Director
  Mountainland Area Aging and Adult Services
- Patrice Dickson
  Chief Operations Officer of Social Services
  Utah Community Action
- Jennifer Domenici
  Program Specialist
  Department of Workforce Services, Housing and Community Development
- Candyce Fly Lee
  VP GM
  Rocky’s G&P Williams
- Anna Fondario
  Program Manager
  Utah Department of Health
- Mike Gallegos
  Director of Housing and Community Development
  Salt Lake County
- 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
- Matt Hoffman
  Chief Medical Informatics Officer
  Utah Health Information Network
- Karen Kuipers
  Community Development Manager
  Housing and Community Development
  Salt Lake County
- Jackie Larson
  Executive Director
  Centro Hispano
- Anne Milne
  Executive Director
  Utah Legal Services
- Rob Moolman
  Executive Director
  Utah Legal Services
- Mike Moon
  Associate Director of the Utah Commission on Service and Volunteerism
  Utah Serves Utah
- Heidi Ruster
  Youth SUD Program Manager, SYT-J Grant Project Director
  Department of Human Services, Utah State Division of Substance Abuse and Mental Health
- Gene Smith
  Operations Director, Social Determinants of Health, Community Health
  Intermountain
- 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

Contracts

- Help Me Grow
- Medical Home Portal
- National Veteran Intermediary
- Poison Control
- Salt Lake County
- Take Care Utah
- University of Utah
- Utah Community Action
- Utah Department of Health
- Utah Neuropsychiatric Institute
- Voluntary Organizations Active in Disaster

Grants

- State of Utah—Department of Health and Human Services
- Utah Department of Health
- Utah Transit Authority
- United Way Worldwide
- West Valley City CDBG

2019–2020 United Way of Utah County

- United Way of Salt Lake
- United Way of Utah County
- United Way of Northern Utah

- Contracts
- Grants
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- 2019–2020 FINANCIALS
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- United Way of Utah County
- United Way of Salt Lake
- United Way of Utah County
- United Way of Northern Utah
UTAH 211 EMERGENCY DISASTER MANAGEMENT

Utah 211 partners with the Division of Emergency Management via the Department of Public Safety. Utah 211 works with and trains key stakeholders to ensure effective and timely dissemination of information to emergency managers, first responders, and the general public during an incident. Trained volunteers are on standby across the state, ready to provide support to Utahns via phone, text, chat, and email should an emergency occur.

Utah 211 Supports the State of Utah and the Nation. Utah 211 was on call for those needing housing repairs, shelter, food, water, transportation, and financial support during this year’s health and safety crises, including:

- **Magna Earthquake:** A 5.7 magnitude earthquake shook Magna and surrounding areas on March 18, 2020.
- **COVID-19 Pandemic:** The COVID-19 pandemic arrived in the United States, causing food, healthcare, and housing/rent insecurities to skyrocket.
- **Hurricane Dorian:** When Hurricane Dorian, a devastating Category 5 hurricane, severely impacted North and South Carolina, Utah 211 was able to provide back-up for disaster referral services in that area.
- **Water Contamination Incident–Sandy, Utah:** Utah 211 was activated in February 2019 to take emergency public information overflow calls from Sandy City Joint Information Center after a snowstorm, power outage, and subsequent water treatment facility accident contaminated the city water supply for 1,400 residents.

UTAH 211 BRIGHTSPOT

The onset of the COVID-19 pandemic forced an unexpected move to online learning in early March. With little notice and no set return date, teachers, students, administrators, and parents were suddenly adjusting to the "new normal" of remote learning.

This shift to learning from home highlighted some existing inequities in the education system, and United Way of Salt Lake, together with the Promise Partnership and the Utah State Board of Education, launched the **Stay Safe, Stay Connected** initiative. **Stay Safe, Stay Connected** works to ensure that kids have access to essential academic resources, allowing them to stay on track.

Reports from last spring indicate that 20-50% of students never connected with a teacher after moving to remote learning. This is due to multiple factors, including unreliable access to the internet and not having a device on which to connect. Utah 211 was able to connect families with the **Stay Safe, Stay Connected** initiative, which is working with generous donors and partners to ensure that kids and their families have access to affordable internet and the devices they need to continue learning. More than 1,200 devices have been distributed since the program began, and more are on their way to families in need.