



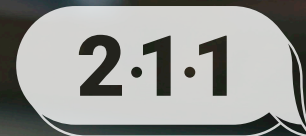
INFORM. CONNECT. EMPOWER.



Get Help. Give Help.  
United Ways of Utah

# ANNUAL REPORT

JULY 2020–JUNE 2021



Get Help. Give Help.  
United Ways of Utah

# A LETTER FROM UTAH 211

2020 and 2021 were milestone years that will live in our memories forever. Utahns will be able to share where they were during an earthquake, fall windstorm, civic unrest, wildfires, and how they persevered through the surges and uncertainty of the COVID-19 pandemic. Our highly trained team members at Utah 211 were in the thick of it with each individual who reached out for help as we worked to connect them with the best resource.

When looking into the eyes of stress or desperation, 211 associates adopted an open mindset and reflected on what could be learned from a series of such difficult situations. Together we have coped, grown, and become more efficient in helping our clients as they face significant trauma.

The year has been extraordinary. It has revealed challenges in providing rent payment assistance, utility assistance, and food and meals. Our interactions increased 35% through our app, website, online chats, texts, emails, social media messages, and phone calls. We guided people through the unique challenges of saying goodbye to loved ones and the hardships of being separated from and unable to see friends and family. We worked with people as they navigated losing a job and strove to support them as they sailed uncharted waters of financial uncertainty. We have endured so much. And we have adjusted.

Utah 211 reflected on the strength of our team members. We were able to provide warm transfers, foster a relationship with the Department of Health, the Department of Workforce Services, and numerous community-based organizations to help our community stay resilient. We expanded our Ride United and Last Mile Delivery programs with Lyft and DoorDash, respectively. We changed aspects of our workflow to provide a better customer experience, provided various training opportunities for continued professional development, and steered through the AIRS certifications and accreditation process.

What we learned was that we need to nurture ourselves and our communities. We discovered what goals we were able to accomplish during a time when we were exhausted, overwhelmed, and feeling anxious. We found more clarity around our values that corresponded with performance measures. We worked from home and found ways we could be deeply restorative for ourselves and our clients. We also discovered more resources and built up our partnerships. While this year has been unbearable for many, we have rolled up our sleeves and were able to shine a light for many as they endured the unthinkable. We found ways to put our tools to use, to calm those who were fearful, and to provide strength, courage, and empowerment as they found the ability to adapt and seek resources they perhaps never dreamt of needing.

As a result, we lived our mission to the fullest. Despite the complexities in life, the heavy volume and nature of the phone calls, and the frustration at life's circumstances, the Utah 211 team provided an essential service that allowed our friends and family throughout the state to proceed with strength and courage. We have witnessed tremendous pain and suffering, but we still stand firm in our desire to assist people and people-helping-people with empathy and care. In some ways, the disasters of this year brought out the best in us, because we rose to the challenges with a strong sense of humanity and efficiency. There are times when people don't where to turn, and we are finding ways to make ourselves known. Nobody has to be alone. There is always a connection available at Utah 211, Utah's premier information, assessment, and referral health and human services system, where we can navigate challenges together.

Thank you for the opportunity to navigate these challenges together. I recently transitioned out of this role, and am pleased to introduce incoming Managing Director, Sandra Carpio.

—Beth Martial

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

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

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

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

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

**Dienna Simmons**  
*Utah 211 Steering Council Co-Chair,  
Board Member United Way of Utah County*

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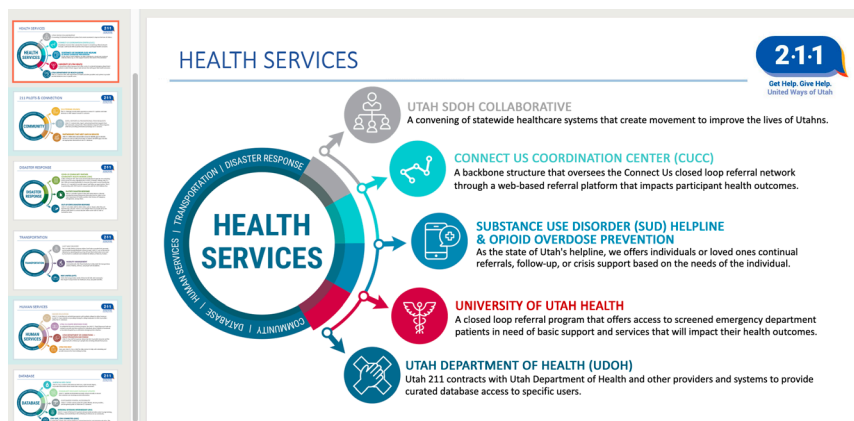
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*This Annual Report was produced by United Way of Salt Lake.*



# UTAH 211 PROGRAMS & SERVICES

**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 social service and 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, and Partnerships in-depth, **scan the QR Code to the right.**  
(The next page features each category individually.)

**I'M INTERACTIVE!**

**Scan the QR Code with your mobile device camera to view all categories in one PDF**

# UTAH 211 PROGRAMS & SERVICES

To see individual categorizes in greater detail, use the camera on your mobile device to *scan the QR code* to the right of each thumbnail.

## DATABASE

**AMERICAN RED CROSS**  
Utah 211 has a contract with the American Red Cross, Utah-Nevada region, to address smoke alarm requests.

**COMMUNITY RESOURCE DATABASE UPDATES**  
Utah 211 updates each provider listing at least annually to ensure that customers are receiving accurate information.

**CUSTOMIZED PORTAL ACCESSIBILITY**  
Utah 211 creates custom portals for public officials, service providers, and the general public to utilize the 211 database.

**NATIONAL VETERANS INTERVIEW**  
Utah 211 creates custom portals for public officials, service providers, and the general public to utilize the 211 database.

**STAY SAFE, STAY CONNECTED (SSSC)**  
A United Way of Salt Lake summer initiative to provide Utah 211 team updated information in the database. Team members are also trained to have conversations with customers.

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## HEALTH SERVICES

**UTAH SDOH COLLABORATIVE**  
A convening of statewide healthcare systems that create movement to improve the lives of Utahns.

**CONNECT US COORDINATION CENTER (CUGC)**  
A backbone structure that oversees the Connect Us closed loop referral network through a web-based referral platform that impacts participant health outcomes.

**SUBSTANCE USE DISORDER (SUD) HELPLINE & OPIOID OVERDOSE PREVENTION**  
As the state of Utah's helpline, we offers individuals or loved ones continual referrals, follow-up, or crisis support based on the needs of the individual.

**UNIVERSITY OF UTAH HEALTH**  
A closed loop referral program that patients in need of basic support and resources can access through the 211 database.

**UTAH DEPARTMENT OF HEALTH (UDH)**  
Utah 211 contracts with Utah Department of Health to provide access to specific users.

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## HUMAN SERVICES

**HIGHER EDUCATION**  
Utah 211 is reaching out and piloting programs with multiple colleges by either having an on-site 211 team member or providing training for college employees to refer to providers within the 211 database.

**UTAH 211 RAPID RESPONSE FUND**  
A confidential financial assistance program, the Utah 211 Rapid Response Fund was created to provide one-time assistance to individuals whose stability is threatened or has been disrupted by an unforeseen emergency/crisis situation.

**UTAH DEPARTMENT OF CORRECTIONS - ADULT PROBATION AND PAROLE**  
Utah 211 has staff at in-person opportunities for a follow-up to support.

**UTAH TAX HELP**  
Every year Utah 211 has a Utah Tax provide resources for those seeking assistance.

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## 211 PILOTS & CONNECTION

**211 STEERING COUNCIL**  
The 211 Steering Council meets quarterly to receive 211 updates and make decisions or offer support around 211 projects.

**DATA, REPORTS & PROMOTIONAL ITEM REQUESTS**  
Utah 211 receives data, report, and promotional item requests from the community and partners. Team members respond to these requests while also providing presentations/trainings on 211 services.

**PARTNERSHIPS THAT MATTER**  
Utah 211 utilizes data and promotional items to build partnerships that matter. Results are used to build partnerships that matter.

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## DISASTER RESPONSE

**COVID-19 COMMUNITY PARTNER COMMUNITY HEALTH WORKER (CHW)**  
CHWs working for Salt Lake County based multicultural agencies are conducting COVID-19 surveys for every individual who is COVID-19 tested. Utilizing Utah 211, the CHWs are connecting families to resources they need or warm transferring them to a 211 specialist to provide support and follow up opportunities. This is in partnership with UDOH and is in conjunction with the Utah Wellness Bus.

**IN-STATE DISASTER RESPONSE**  
Utah 211 provides support to the state when there is a disaster including becoming the general information line for callers to the Utah Department of Health, and the Utah Division of Emergency Management, among others.

**OUT-OF-STATE DISASTER RESPONSE**  
Utah 211 also takes calls for other experiencing a disaster. Utah 211 provides information when there is a natural disaster outside the state.

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## TRANSPORTATION

**LAST MILE DELIVERY**  
The Last Mile Delivery program utilizes DoorDash to provide food, groceries, and essential household goods to those in need. Utah 211 acts as the hub for deliveries by submitting pick-up, drop-off and Client information to be used by DoorDash to coordinate and schedule the delivery of items by Dashers.

**MOBILITY MANAGEMENT**  
Contracted with Utah Transit Authority to help meet the transportation needs of elderly, veterans, and people with disabilities.

**RISE UNITED (LYFT)**  
Meets the transportation needs that require transportation for health services.

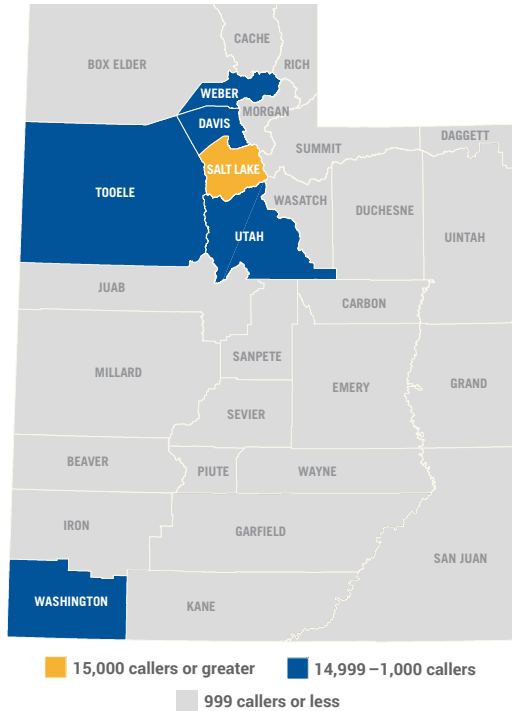
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# Utah 211 is Utah's Statewide Health and Human Services Referral System

## 2020-2021 TOTAL INTERACTIONS BY COUNTY

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

BEAVER	85
BOX ELDER	573
CACHE	931
CARBON	454
DAGGETT	12
<b>DAVIS</b>	<b>5,806</b>
DUCHESNE	299
EMERY	174
GARFIELD	33
GRAND	113
IRON	715
JUAB	114
KANE	107
MILLARD	126
MORGAN	51



PIUTE	22
RICH	<10
<b>SALT LAKE</b>	<b>49,454</b>
SAN JUAN	92
SANPETE	252
SEVIER	345
SUMMIT	400
<b>TOOELE</b>	<b>1,122</b>
UINTAH	551
<b>UTAH</b>	<b>10,462</b>
WASATCH	272
<b>WASHINGTON</b>	<b>2,394</b>
WAYNE	30
<b>WEBER</b>	<b>7,640</b>

## 2020-2021 INTERACTION NEEDS

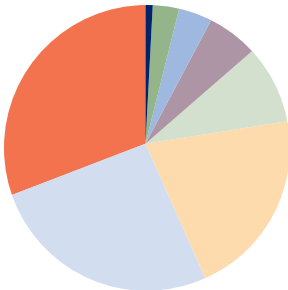
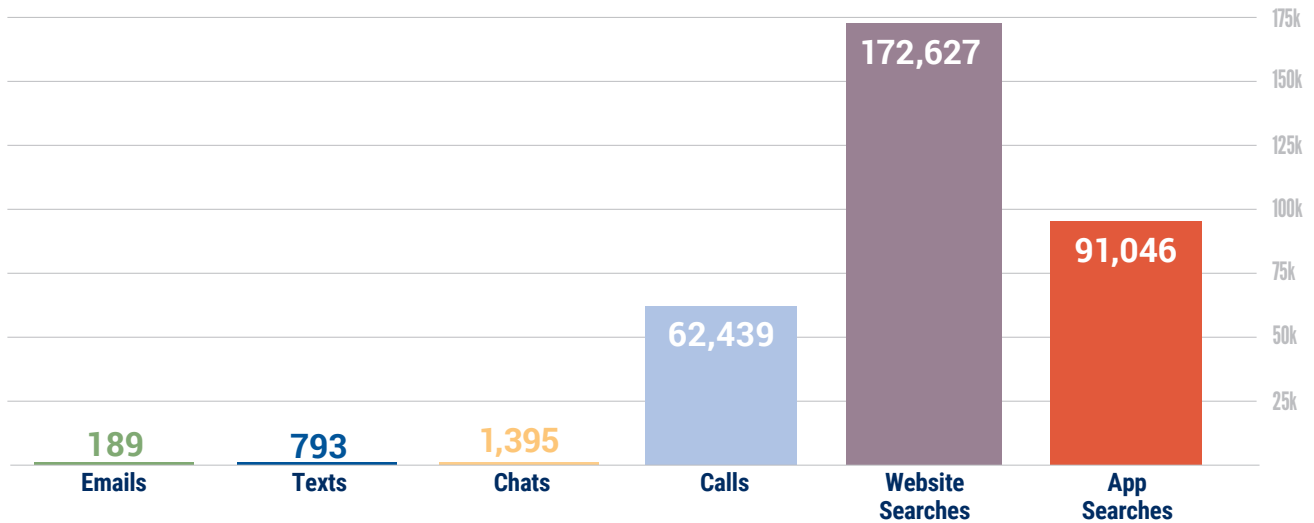


26%	21,647	Housing
12%	10,171	Utility Assistance
12%	9,837	Income Support/Assistance
10%	8,472	Health Care
8%	6,584	Food/Meals
7%	6,186	Information Services
6%	5,151	Individual, Family & Community Support
5%	4,726	Legal, Consumer & Public Safety Services
3%	2,713	Mental Health/Addictions
3%	2,537	Transportation
3%	2,494	Clothing/Personal/Household Needs
1%	1,104	Other Government/Economic Services
1%	723	Employment
1%	684	Volunteers/Donations
1%	635	Education
<1%	500	Disaster Services
<1%	155	Arts, Culture & Recreation

# Utah 211 is Utah's Statewide Health and Human Services Referral System

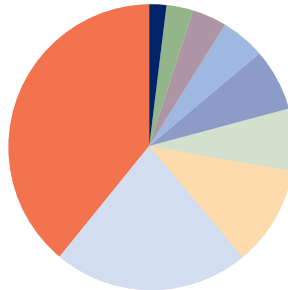
## 2020-2021 INTERACTION CHARACTERISTICS

CONTACT METHOD (Annual totals)



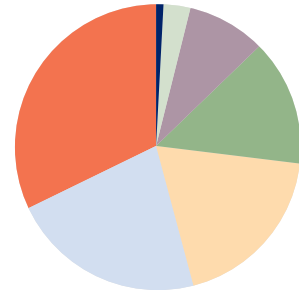
### HOUSEHOLD COMPOSITION

- 31%** Single, no children
- 26%** Single parent with children
- 21%** Couple with children
- 9%** Couple, no children
- 6%** Related adults living together
- 4%** Multiple families, one residence
- 3%** Non-related adults living together
- 1%** Relatives raising children



### HIGHEST LEVEL OF EDUCATION

- 39%** High school
- 22%** Some college
- 11%** Some high school
- 7%** Associate degree
- 7%** Bachelor's degree
- 5%** GED
- 4%** Elementary or less
- 3%** Junior high
- 2%** Postgraduate



### ANNUAL HOUSEHOLD INCOME

- 32%** \$14,999 - \$1
- 22%** \$15,000 - \$24,999
- 19%** \$0
- 14%** \$25,000 - \$34,999
- 9%** \$35,000 - \$49,999
- 3%** \$50,000 - \$75,000
- 1%** \$75,000 and above





# Utah 211 is Utah's Statewide Health and Human Services Referral System

## 2020-2021 MAJOR INVESTORS

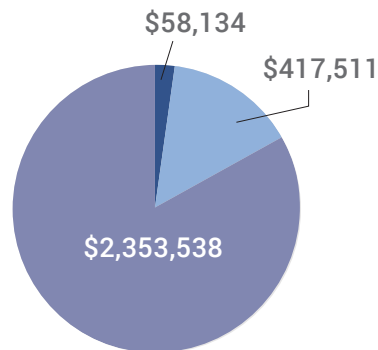
### Contracts

- Adult Probation and Parole
- Aloha United Way
- American Red Cross—Utah and Nevada Region
- Association for Utah Community Health
- Bob Woodruff Foundation
- CAP Utah
- Department of Human Services—Division of Children and Family Services
- Division of Emergency Management
- Help Me Grow
- Huntsman Mental Health Institute
- Medical Home Portal
- Poison Control
- Salt Lake County
- University of Utah
- Utah Community Action
- Utah Department of Health
- Utah Health Policy Project
- 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
- University of Utah Health
- Utah Tax Help
- West Valley City CDBG

## 2020-2021 FINANCIALS



### UTAH 211 TOTAL EXPENSES

- United Way of Salt Lake
- United Way of Central & Southern Utah
- United Way of Northern Utah

## 2020-2021 UTAH 211 STEERING COUNCIL

### 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

Utah 211 Steering Council Chair  
SVP Market Executive Business Banking  
Bank of America Merrill Lynch

### Clint Cottam

Executive Director  
CAP Utah

### Sheila Curtis

Operations Section Manager  
Utah Division of Emergency Management

### Kim Cutshall

Director, Member Services  
SelectHealth

### Heidi DeMarco

Director, Aging and Family Services  
Mountainland Area Aging and Adult Services

### Patrice Dickson

Chief Operations Officer  
Utah Community Action

### Jennifer Domenici

Program Manager  
Department of Workforce Services,  
Housing and Community Development

### Candycce Fly Lee

VP GM Rockies G&P  
Williams

### Anna Fondario

Bureau Director  
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

WDD Program Specialist  
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

### David Litvack

Deputy Director (April 2021 to present)  
Utah Department of Human Services

### Anne Milne

Executive Director  
Utah Legal Services

### Rob Moolman

Executive Director  
Utah Pride Center

### Mike Moon

Associate Director of the Utah  
Commission on Service and Volunteerism  
UServeUtah

### Kimberly Mueller

Director, Analytic Operations  
Comagine

### Marie Nagata

Program Manager  
Utah Department of Health

### Libby Oseguera

Executive Director  
Utah Developmental Disabilities Council

### 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

### Diena Simmons

Utah 211 Steering Council Co-Chair  
Board Member  
United Way of Utah County

### Gene Smith

Community Health Director,  
Social Determinants of Health  
Intermountain

### Lana Stohl

Deputy Director (through April 2021)  
Department of Workforce Services

### Andrea Wallace

Associate Professor, Division Chair, Health  
Systems and Community Based Care  
University of Utah, College of Nursing

### Zac Whitwell

Assistant Director  
Department of Workforce Services (Price)

### Cathleen Zick

Professor, Family and Consumer Studies  
University of Utah, College of  
Social and Behavioral Sciences



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## UTAH 211 EMERGENCY DISASTER MANAGEMENT

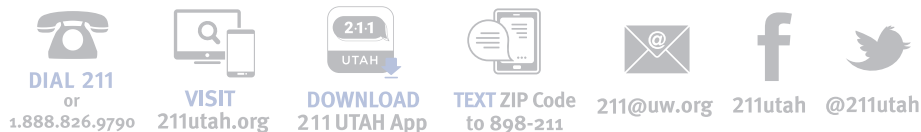
### Utah 211 supports all Utahns.

Utah 211 staff worked diligently to protect each other from COVID-19 by following the best practices given to us by our health officials in order to continue providing on-call services for those needing housing repairs, shelter, food, water, transportation, and financial support during this year's health and safety crises, including:

- **Utah Windstorm:** Utah experienced hurricane-force winds on September 8th, 2020. The damage was severe, leaving more than 100,000 residents without power the day after the storm.
- **Ongoing COVID-19 Pandemic:** The COVID-19 pandemic worsened in the United States, exacerbating food, healthcare, and housing/rent insecurities.
- **Vaccine Rollout:** While COVID-19 continued to devastate at-risk populations, a glimmer of hope arrived in the form of a vaccine. Utah 211 partnered with United Way Worldwide, Regence BlueCross BlueShield of Utah and Lyft to help arrange and provide rides to and from vaccination appointments.

## UTAH 211 BRIGHTSPOT

One of the best defenses against COVID-19 is a vaccine, and as vaccinations became more widely available United Way of Salt Lake (UWSL) and Utah 211 partnered with United Way Worldwide, Regence BlueCross BlueShield of Utah and Lyft to launch the Ride United Vaccine Access Campaign. The program provides free rides to COVID-19 vaccination appointments in Salt Lake County and surrounding areas. Utah 211 heard countless stories of gratitude for helping facilitate vaccination access, including one from a caller who hadn't left her house since March 2020. She was concerned that even if she got the first dose, she'd be unable to find a ride for her second appointment. With the 211 information specialist's help, she was able to make appointments for herself and her husband and schedule rides for both appointments. In a follow-up call she mentioned that she loved the ride, that the driver was very nice to her and her husband, making them feel comfortable, and that she arrived just in time for her appointment.



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

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