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

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

211@uw.org
211utah @211utah

Hearing impaired dial Relay Utah at 711 or 888.346.3162
This Annual Report was produced by United Way of Salt Lake.
**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.
UTAH 211 PROGRAMS & SERVICES

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

2020–2021 TOTAL INTERACTIONS BY COUNTY
Includes phone, chat, text, email, in-person, and social media interactions.

<table>
<thead>
<tr>
<th>County</th>
<th>Interactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>BEAVER</td>
<td>85</td>
</tr>
<tr>
<td>BOX ELDER</td>
<td>573</td>
</tr>
<tr>
<td>CACHE</td>
<td>931</td>
</tr>
<tr>
<td>CARBON</td>
<td>454</td>
</tr>
<tr>
<td>DAGGETT</td>
<td>12</td>
</tr>
<tr>
<td>DAVIS</td>
<td>5,806</td>
</tr>
<tr>
<td>DUCHESNE</td>
<td>299</td>
</tr>
<tr>
<td>EMERY</td>
<td>174</td>
</tr>
<tr>
<td>GARFIELD</td>
<td>33</td>
</tr>
<tr>
<td>GRAND</td>
<td>113</td>
</tr>
<tr>
<td>IRON</td>
<td>715</td>
</tr>
<tr>
<td>JUAB</td>
<td>114</td>
</tr>
<tr>
<td>KANE</td>
<td>107</td>
</tr>
<tr>
<td>MILLARD</td>
<td>126</td>
</tr>
<tr>
<td>MORGAN</td>
<td>51</td>
</tr>
<tr>
<td>PIUTE</td>
<td>22</td>
</tr>
<tr>
<td>RICH</td>
<td>&lt;10</td>
</tr>
<tr>
<td>SALT LAKE</td>
<td>49,454</td>
</tr>
<tr>
<td>SAN JUAN</td>
<td>92</td>
</tr>
<tr>
<td>SANPETE</td>
<td>252</td>
</tr>
<tr>
<td>SEVIER</td>
<td>345</td>
</tr>
<tr>
<td>SUMMIT</td>
<td>400</td>
</tr>
<tr>
<td>TOOELE</td>
<td>1,122</td>
</tr>
<tr>
<td>UINTAH</td>
<td>551</td>
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<tr>
<td>UTAH</td>
<td>10,462</td>
</tr>
<tr>
<td>WASATCH</td>
<td>272</td>
</tr>
<tr>
<td>WASHINGTON</td>
<td>2,394</td>
</tr>
<tr>
<td>WAYNE</td>
<td>30</td>
</tr>
<tr>
<td>WEBER</td>
<td>7,640</td>
</tr>
</tbody>
</table>

2020–2021 INTERACTION NEEDS

<table>
<thead>
<tr>
<th>Need</th>
<th>Interactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing</td>
<td>26% 21,647</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>12% 10,171</td>
</tr>
<tr>
<td>Income Support/Assistance</td>
<td>12% 9,837</td>
</tr>
<tr>
<td>Health Care</td>
<td>10% 8,472</td>
</tr>
<tr>
<td>Food/Meals</td>
<td>8% 6,584</td>
</tr>
<tr>
<td>Information Services</td>
<td>7% 6,186</td>
</tr>
<tr>
<td>Individual, Family &amp; Community Support</td>
<td>6% 5,151</td>
</tr>
<tr>
<td>Legal, Consumer &amp; Public Safety Services</td>
<td>5% 4,726</td>
</tr>
<tr>
<td>Mental Health/Addictions</td>
<td>3% 2,713</td>
</tr>
<tr>
<td>Transportation</td>
<td>3% 2,537</td>
</tr>
<tr>
<td>Clothing/Personal/Household Needs</td>
<td>3% 2,494</td>
</tr>
<tr>
<td>Other Government/Economic Services</td>
<td>1% 1,104</td>
</tr>
<tr>
<td>Employment</td>
<td>1% 723</td>
</tr>
<tr>
<td>Volunteers/Donations</td>
<td>1% 684</td>
</tr>
<tr>
<td>Education</td>
<td>1% 635</td>
</tr>
<tr>
<td>Disaster Services</td>
<td>&lt;1% 500</td>
</tr>
<tr>
<td>Arts, Culture &amp; Recreation</td>
<td>&lt;1% 155</td>
</tr>
</tbody>
</table>
Utah 211 is Utah’s Statewide Health and Human Services Referral System

### 2020-2021 Interaction Characteristics

#### CONTACT METHOD (Annual totals)

<table>
<thead>
<tr>
<th>Method</th>
<th>Calls</th>
<th>Chats</th>
<th>SMS</th>
<th>Emails</th>
<th>Website Searches</th>
<th>App Searches</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emails</td>
<td>189</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SMS</td>
<td>793</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chats</td>
<td>1,395</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calls</td>
<td></td>
<td></td>
<td></td>
<td>62,439</td>
<td>172,627</td>
<td>91,046</td>
</tr>
</tbody>
</table>

#### 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

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

Total Expenses
- United Way of Salt Lake $2,353,538
- United Way of Central & Southern Utah $417,511
- United Way of Northern Utah $58,134
- TOTAL $2,829,183

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

Candyce 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
USeVeUtah

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,
SYFJ 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
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.