

ANNUAL REPORT

JULY 2021 – JUNE 2022





Finding and Receiving Help Made Easier

As the state's most comprehensive resource database and referral network, Utah 211 helps Utahns get connected to local health and social services when in crisis or difficult circumstances. Utah 211 is bridging the gap between access to local resources and Utahns reaching their full potential. Our team, partners, and providers work hard to ensure everyone knows how to get help, has access to it without barriers, and can receive it with ease and dignity. That's why our services are available 24/7, in multiple languages, and are confidential.

This vital service is a collaboration of the United Ways of Utah – a team of compassionate, highly trained Information Specialists, Database Curators and Outreach Specialists. We partner with organizations across the state, which allows Utah 211 to provide broad support for timely, effective connections to health and human resources. The data from Utah 211 interactions is also helping community service providers, legislators, and residents address and improve the most pressing community needs.



How Does Utah 211 Keep Lives on Track?



Information Specialists

Highly trained caring specialists identify most pressing needs of callers and help them connect to the right services for assistance.



Partnerships

Utah 211 collaborates with service providers to ensure people are getting the services they need.



Resource Database

Utah 211 maintains a statewide database of nearly 3,000 providers with 10,000 resources (or services).



Needs Analysis

Utah 211 tracks the services Utahns need help finding, so resources can be applied to meeting those needs.

How People Engaged with Utah 211

52,023

Calls, Texts, Chats, Emails

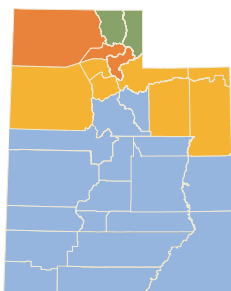
81,342

App Searches

165,100

Web Searches

United Ways of Utah



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

211 Counts

Visit 211 Counts
for stats and data
ut.211counts.org





Bright Spot: Ride United Program

As the state's leading resource database and referral network, Utah 211 saw an opportunity to close the gap to getting Utahns the help they need by addressing the issue of transportation. That's why our team created the Utah 211 Ride United Program in 2019.

In partnership with United Way Worldwide and Lyft, Ride United provides on demand rides to a number of health and social services for Utahns without means to get there. Clients can contact 211 Information Specialists to schedule rides and a Lyft driver will take them to and from their appointments in participating areas.

Last fiscal year, Lyft provided 1,560 on-demand rides to more than 400 Utahns through Ride United, which connected them to essential services, educational opportunities, and more.

Getting Utahns the help they need doesn't end at referring them to services. Having access to transportation can be the difference between receiving help that could change their life or facing another barrier to keep them from accessing services.

—Sandra Carpio
Utah 211 Managing Director

Utah 211 Popular Service Categories



Utah 211 Remains Utah's Information Hub in Emergencies

Effective and timely information distribution is critical during an emergency or disaster situation. Utah 211 is the messaging center for the Division of Emergency Management for more than a decade and will continue to serve all Utahns in this capacity.

The team will continue to work with and train key stakeholders to ensure dissemination of information to emergency managers, first responders, volunteers, and the public during an incident.

211 is More Than a Hotline

Utah 211 envisions a system that ensures every Utahn has their basic needs met. While connecting callers to our vast network of resources plays a significant role in reaching this goal, Utah 211's cross-sector partnerships, improved technology, and community collaborations are also helping make this reality possible.

Utah 211 works with partners to change systemic problems surrounding education, emergency management, healthcare, and housing. The success of these efforts is dependent upon our partnerships and aligning resources.



Inform. Connect. Empower.

Thank you to our generous supporters and community partners who make it possible for us to provide services and resources to individuals in need.

AARP

Association for Utah Community Health

Bank of America

Bob Woodruff Foundation

The Church of Jesus Christ of Latter-Day Saints

Comcast

Dominion Energy

Intermountain Health

Lyft

Ogden School District

Regence BlueCross BlueShield of Utah

Salt Lake City Corporation

Taylorsville City

United Way Worldwide

University of Utah

Utah Board of Education

Utah Department of Health and Human Services

Utah Transit Authority

West Valley City

*We also appreciate the generous support from our many individual and family supporters.

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Dial 211



211utah.org



Utah 211 App



Text ZIP Code to
801.845.2211



Chat with a
Specialist



211@uw.org



@211utah

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