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.

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

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

**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

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**

Healthcare  
Food/Meals  
Housing  
Income Assistance  
Utility Assistance  
Disaster Resources  
Education  
Employment

---

**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.

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.

2021–2022 Utah 211 Steering Council

Christy Achziger
Project Manager
UTA Mobility Management

Andi Beadles
Executive Director
Weber Housing Authority

Jan Bigelow
Community Integration Coordinator
Utah Independent Living Center

Rebecca Chavez-Houck
Member, United Way of Salt Lake
Board of Directors
Aspira Public Affairs, LLC

Clint Cottam
Executive Director
Community Action Partnership of Utah

Sheila Curtis
Operations Section Manager
Division of Emergency Management

Kim Cutshall
Member Services Senior Director
Select Health–Intermountain

Heidi DeMarco
Director
Mountainland Area Agency of Aging

Patrice Dickson
Chief Operations Officer
Utah Community Action–Salt Lake
HEAT Program

Jennifer Domenici
Program Manager
Department of Workforce Services, Housing and Community Development

Jorge Fierro
Chief Executive Officer
Rico The Fierro Group, Inc.

Candyce Fly Lee
Vice President and General Manager
Williams-Northwest Pipeline

Anna Fondario
Bureau Director
Utah Department of Health and Human Services Division of Disease Control and Prevention

Michael Gallegos
Director of Housing and Community Development
Salt Lake County, Housing and Community Development

Lori Harding
Regional Welfare and Self-Reliance Manager
The Church of Jesus Christ of Latter-day Saints

Tracy Harris-Belnap
State Program Specialist
Department of Workforce Services

Karen Kuipers
Community Development Manager
Salt Lake County, Housing and Community Development

Jackie Larson
Executive Director
Centro Hispano

David Litvack
Deputy Director
Utah Department of Health and Human Services

Mike Moon
Associate Director
UServe Utah

Amy Morgan
Deputy Director
Utah Legal Services

Kimberly Mueller
Director of Analytic Operations
Comagine

Marie Nagata
Program Manager
Utah Department of Health and Human Services

Libby Oseguera
Executive Director
Utah Development Disabilities Council

Kathleen Pitcher Tobey
Utah 211 Steering Council Chair
Community Volunteer
Call to Action Foundation

Shanin Rapp
Youth SUD Treatment Program Manager
Utah Department of Health and Human Services Division of Substance Use and Mental Health

Heidi Ruster
Regional Chief Executive Officer
American Red Cross

Diena Simmons
Utah 211 Steering Council Vice Chair
Member, United Way of Central & Southern Utah County Board of Directors

Gene Smith
Community Health Director,
Social Determinants of Health
Intermountain Healthcare

Andrea Wallace
Associate Professor; Chair of Health Systems and Community-based Care Division
University of Utah College of Nursing

Zac Whitwell
Service Area Director
Department of Workforce Services–Price

Hearing impaired dial Relay Utah at 711 or 888.346.3162

24/7
Dial 211
211utah.org
Utah 211 App
Text ZIP Code to 801.845.2211
Chat with a Specialist
211@uw.org
@211utah