

# ANNUAL REPORT

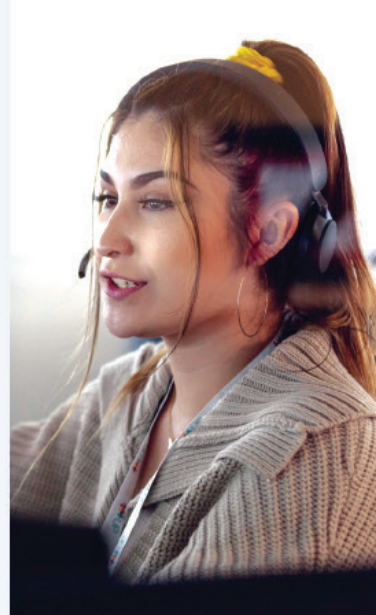
JULY 2022–JUNE 2023



# Getting Help Made Easier

Our team, partners, and providers work hard to ensure everyone knows how to get help, has access to it, and can receive it with ease and dignity. That's why our services are available 24/7, in multiple languages, and confidential.

This vital service is a collaboration of the United Ways of Utah, comprised of a team of compassionate, highly trained Information Specialists, Service Navigators, Database Curators, and Outreach Specialists. We partner with organizations across the state so 211 Utah can provide broad support for timely, effective connections and service navigation to health and human resources. The data from 211 Utah calls and interactions also helps community service providers, legislators, and residents address and improve the most pressing needs of their communities.



## The Future of 211 Utah

From Information and Referral to Service Navigation

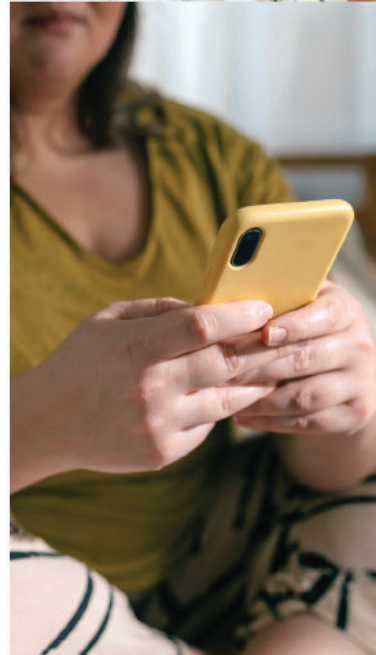
Ensure more Utahns get the help they need.

Better data for better service.

Build a more responsive system.



The social service system is incredibly complex, and people need deeper support to resolve their critical situations. Service navigation involves a proactive and hands-on approach, guiding individuals through the complexities of available services, advocating on their behalf, solving problems, and ensuring access to the most suitable and relevant resources. This shift is crucial to ensure people's needs are met.



## 211 Utah State System Structure

### United Way of Cache Valley (Logan)

- > Resource updating
- > Outreach and partnership

### United Way of Northern Utah (Ogden)

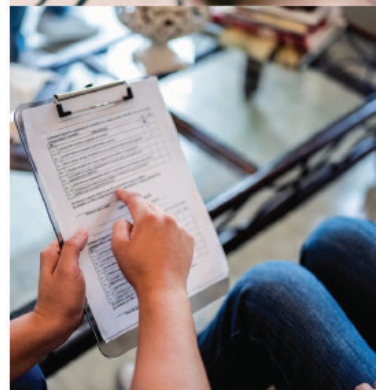
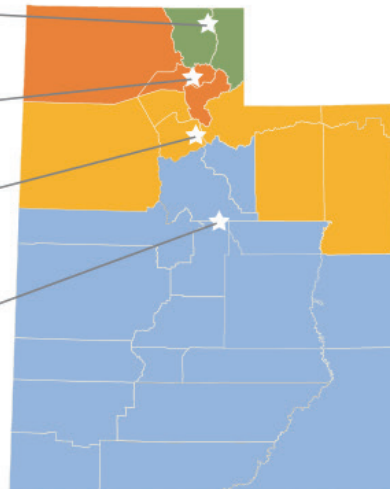
- > Resource updating
- > Outreach and partnership

### United Way of Salt Lake (Salt Lake)

- > 211 Connection Center
- > Resource updating
- > Outreach and partnership

### United Way of Central & Southern Utah (Provo)

- > 211 Connection Center
- > Resource updating
- > Outreach and partnership





# 211 Utah Top Service Categories



## Service Navigation in Action

211 Utah embodies the spirit of unwavering commitment and proactive care. Each client interaction represents a life touched, a connection made, and a problem solved. Behind every number is a story of hope, resilience, and the power of service navigation in action.

A recent caller without a home and mailing address was prevented from accessing crucial Social Security benefits. 211 Utah helped him navigate a complex system - building connections, and delving into alternative resources when barriers arose. With access to Social Security benefits secured, stability is now a reality in his life.

## 266,297 Interactions with 211 Utah

**57,835**  
Calls

**577**  
Chats

**78,513**  
App searches

**802**  
Emails

**124,197\***  
Web searches

**901**  
Texts

**3,590\*\***  
UCC Interactions

**82**  
Walk-ins

\*Throughout 2023, we launched and made updates to our new website which made web searching, at times, unavailable or limited to customers.  
\*\* Utah Coordination Center (UCC), overseen by 211 Utah, plays a central role in the Unite Utah Network, a web-based referral platform.



# Inform. Connect. Empower.

Thank you to our generous supporters and community partners who make it possible for us to serve Utahns in need.

- |  |                                  |                                  |                                       |
|--|----------------------------------|----------------------------------|---------------------------------------|
| AARP   | DoorDash                         | Medical Home Portal              | Unite Us                              |
| Ability 1st Utah                             | Granite School District          | Moab Valley Multicultural Center | United Way of Cache Valley            |
| Bob Woodruff Foundation                      | Help Me Grow                     | Red Rock Center for Independence | United Way of Central & Southern Utah |
| Cambria                                      | Huntsman Mental Health Institute | Roads to Independence            | United Way of Northern Utah           |
| Church of Jesus Christ of Latter Day Saints  | Intermountain Health             | Safe Harbor Crisis Center        | United Way Worldwide                  |
| Daniels Fund                                 | International Rescue Committee   | Salt Lake County Government      |                                       |
| Department of Health & Human Services (DHHS) | Jewish Family Services           | Seekhaven Family Crisis          |                                       |
|  | Lyft                             | Stand Together Foundation        |                                       |

## 2022-23 211 Utah Steering Council

- |   |  |  |   |
|---|--|--|---|
| <p><b>Christy Achziger</b><br/>Project Manager<br/>UTA Mobility Management</p> <p><b>Andi Beadles</b><br/>Executive Director<br/>Weber Housing Authority</p> <p><b>Jan Bigelow</b><br/>Community Integration Coordinator<br/>Utah Independent Living Center</p> <p><b>Rebecca Chavez-Houck</b><br/>Managing Member<br/>Aspira Public Affairs, LLC</p> <p><b>Clint Cottam</b><br/>Executive Director<br/>Community Action Partnership of Utah</p> <p><b>Heidi DeMarco</b><br/>Director<br/>Mountainland Area Agency of Aging</p> <p><b>Patrice Dickson</b><br/>Chief Operations Officer<br/>Utah Community Action-Salt Lake<br/>HEAT Program</p> <p><b>Jennifer Domenici</b><br/>Program Manager<br/>Department of Workforce Services,<br/>Housing and Community Development</p> | <p><b>Jorge Fierro</b><br/>Chief Executive Officer<br/>Rico The Fierro Group, Inc.</p> <p><b>Michael Gallegos</b><br/>Director of Housing and<br/>Community Development<br/>Salt Lake County, Housing<br/>and Community Development</p> <p><b>Lori Harding</b><br/>Regional Welfare and<br/>Self-Reliance Manager<br/>The Church of Jesus Christ<br/>of Latter-day Saints</p> <p><b>Robert Hunter</b><br/>Walker Institute Director<br/>Weber State University</p> <p><b>Ken Kraudy</b><br/>State Voluntary Agency Liaison<br/>(VAL) State Coordinator for<br/>Access &amp; Functional Needs</p> <p><b>Karen Kuipers</b><br/>Program Development Coordinator<br/>Salt Lake County, Housing and<br/>Community Development</p> <p><b>Jackie Larson</b><br/>Executive Director<br/>PayDirect Centro Hispano</p> | <p><b>Trista Lawrence</b><br/>Coordinator for Mobility<br/>Grants Compliance Officer<br/>UTA</p> <p><b>Candyce Fly Lee</b><br/>Vice President and<br/>General Manager<br/>Williams - Northwest Pipeline</p> <p><b>David Litvack</b><br/>Deputy Director<br/>Utah Department of Health<br/>and Human Services</p> <p><b>Anne Milne</b><br/>Executive Director<br/>Utah Legal Services</p> <p><b>Amy Morgan</b><br/>Deputy Director<br/>Utah Legal Services</p> <p><b>Kimberly Mueller</b><br/>Director, Analytics Operations<br/>Comagine Health</p> <p><b>Marie Nagata</b><br/>Health Program Manager<br/>Utah Department of Health<br/>and Human Services</p> | <p><b>Libby Oseguera</b><br/>Executive Director<br/>Utah Development Disabilities Council</p> <p><b>Shanin Rapp</b><br/>Grant Project Director<br/>State of Utah - Division of Substance Abuse</p> <p><b>Heidi Ruster</b><br/>Regional CEO<br/>American Red Cross -<br/>Greater Salt Lake Area</p> <p><b>Diana Simmons</b><br/>211 Utah Steering Council Interim Chair,<br/>Everyday Learners Chair and<br/>Community Engagement Chair<br/>United Way of Central and Southern Utah</p> <p><b>Gene Smith</b><br/>Operations Director<br/>Social Determinants of Health<br/>Intermountain Healthcare</p> <p><b>Andrea Wallace</b><br/>Associate Dean for Research, Professor<br/>College of Nursing<br/>University of Utah</p> <p><b>Zachary Whitwell</b><br/>Service Area Director<br/>Utah Department of Workforce Services</p> |
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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**