

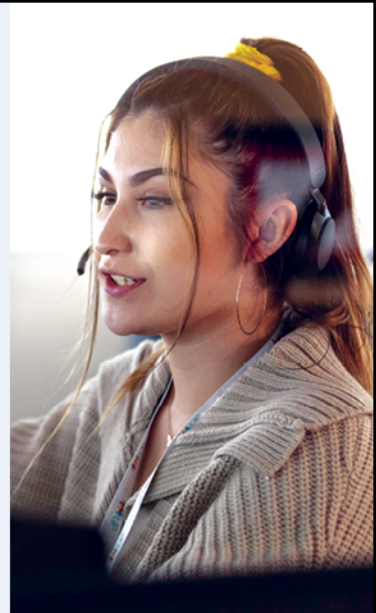
ANNUAL
REPORT
JULY 2022–JUNE 2023



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

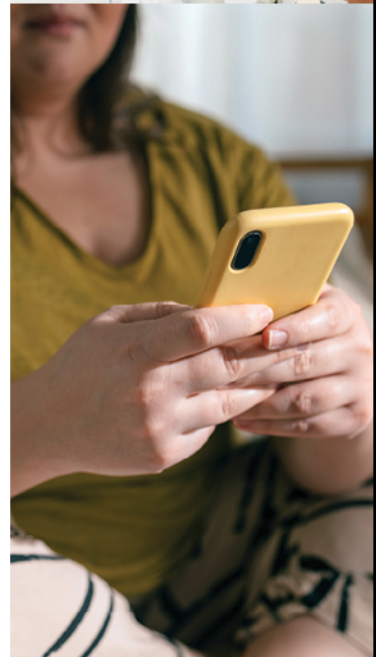
From Information and Referral to Service Navigation

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)

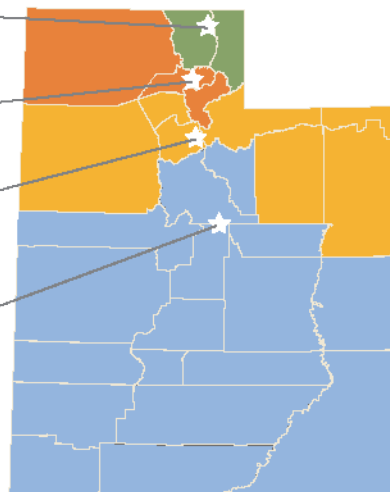
- > Resource updating
- > Outreach and partnership

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

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

Managing Member
Aspira Public Affairs, LLC

Clint Cottam

Executive Director
Community Action Partnership of Utah

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.

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

Robert Hunter

Walker Institute Director
Weber State University

Ken Kraudy

State Voluntary Agency Liaison
(VAL) State Coordinator for
Access & Functional Needs

Karen Kuipers

Program Development Coordinator
Salt Lake County, Housing and
Community Development

Jackie Larson

Executive Director
PayDirect Centro Hispano

Trista Lawrence

Coordinator for Mobility
Grants Compliance Officer
UTA

Candyce Fly Lee

Vice President and
General Manager
Williams - Northwest Pipeline

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Deputy Director
Utah Department of Health
and Human Services

Anne Milne

Executive Director
Utah Legal Services

Amy Morgan

Deputy Director
Utah Legal Services

Kimberly Mueller

Director, Analytics Operations
Comagine Health

Marie Nagata

Health Program Manager
Utah Department of Health
and Human Services

Libby Oseguera

Executive Director
Utah Development Disabilities Council

Shanin Rapp

Grant Project Director
State of Utah - Division of Substance Abuse

Heidi Ruster

Regional CEO
American Red Cross -
Greater Salt Lake Area

Diana Simmons

211 Utah Steering Council Interim Chair,
Everyday Learners Chair and
Community Engagement Chair
United Way of Central and Southern Utah

Gene Smith

Operations Director
Social Determinants of Health
Intermountain Healthcare

Andrea Wallace

Associate Dean for Research, Professor
College of Nursing
University of Utah

Zachary Whitwell

Service Area Director
Utah Department of Workforce Services



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**