



Get Help. Give Help.



United Ways of Utah

ANNUAL REPORT

JULY 2019–JUNE 2020



INFORM. CONNECT. EMPOWER.



Dear Friends,

Utah 211 continues to serve a critical role in Utah's health and human services delivery system. By connecting people to housing, food, transportation, and other essential resources required to live healthy lives, it empowers users to change their lives for the better.

Utah 211 makes critical resources easily accessible to more than 150,000 Utahns each year while also supporting community service providers and connecting community members with meaningful volunteer opportunities.

Utah 211 uses the data it collects to inform elected officials and those who lead our publicly funded agencies of disparities and gaps in services throughout Utah to better advocate for the way resources and support systems are delivered to Utahns.

We continue to focus on putting the needs of people, communities, and service providers at the center of our work. Our core mission includes the elimination of racial and economic disparity gaps. This year we strive to seek out and learn from those impacted by racism.

Regardless of the type of support needed, we're working to create systems to address more of these needs more easily, and with a more holistic approach.

Our goal is to help create a better tomorrow by informing, connecting, and empowering our community.

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


DIAL 211
or
1.888.826.9790


VISIT
211utah.org


DOWNLOAD
211 UTAH App


TEXT ZIP Code
to 898-211


211@uw.org



211utah

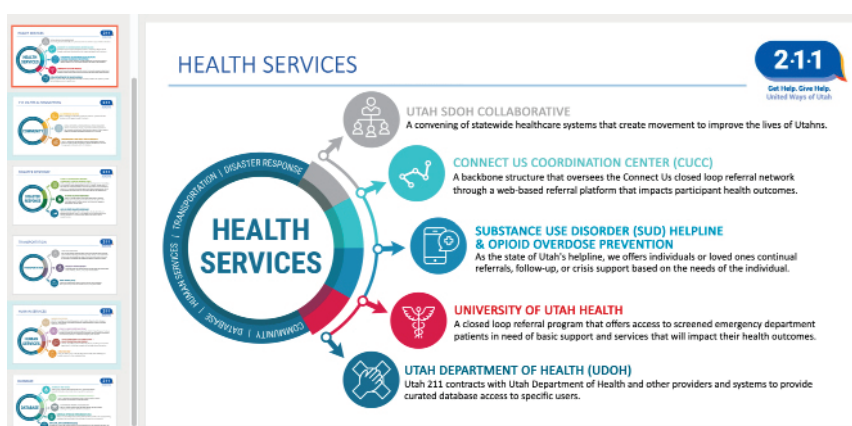


@211utah

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

UTAH 211 PROGRAMS & SERVICES

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 healthcare providers, policy influencers, disaster responders, financial advisors, legal aid, and other support.



To view the full PDF, including all six categories of Utah 211's Programs, Services & Partnerships in-depth, **scan the QR Code to the right.** (The next page features each category individually.)



I'M INTERACTIVE!

Scan the QR Code with your mobile device camera to view all categories in one PDF

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.

DATABASE

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AMERICAN RED CROSS
Utah 211 has a contract with American Red Cross, Utah-Nevada Region, to provide information about smoke alarm requests from customers.

COMMUNITY RESOURCE DATABASE UPDATES
Utah 211 updates each database provider at least annually to ensure that customers are receiving accurate information.

CUSTOMIZED PORTAL ACCESSIBILITY
Utah 211 creates custom portals for public officials, service providers, and the general public to utilize the 211 database.

NATIONAL VETERANS INTERVIEW
Utah 211 is part of the local NVA part of the National Veterans Interview, and overall help to the veterans.

STAY SAFE, STAY CONNECTED (SSSC)
A United Way of Salt Lake summer initiative to provide Utah 211 team updated information in the database. Team members are also trained to have the information.

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HEALTH SERVICES

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UTAH SDOH COLLABORATIVE
A convening of statewide healthcare systems that create movement to improve the lives of Utahns.

CONNECT US COORDINATION CENTER (CUC)
A backbone structure that oversees the Connect Us closed loop referral network through a web-based referral platform that impacts participant health outcomes.

SUBSTANCE USE DISORDER (SUD) HELPLINE & OPIOID OVERDOSE PREVENTION
As the state of Utah's helpline, we offer individuals or loved ones continual referrals, follow-up, or crisis support based on the needs of the individual.

UNIVERSITY OF UTAH HEALTH
A closed loop referral program that patients in need of basic support.

UTAH DEPARTMENT OF HEALTH (UDH)
Utah 211 contracts with Utah Department of Health to provide database access to specific users.

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HUMAN SERVICES

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HIGHER EDUCATION
Utah 211 is reaching out and piloting programs with multiple colleges by either having an on-site 211 team member or providing training for college employees to refer to providers within the 211 database.

UTAH 211 RAPID RESPONSE FUND
A confidential financial assistance program, the Utah 211 Rapid Response Fund was created to provide one-time assistance to individuals whose stability is threatened or has been disrupted by an unforeseen emergency/crisis situation.

UTAH DEPARTMENT OF CORRECTIONS – ADULT PROBATION AND PAROLE
Utah 211 has staff at in-person opportunity for a follow-up to the program.

UTAH TAX HELP
Every year Utah 211 has a Utah Tax Help event where they provide resources for those seeking assistance.

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211 PILOTS & CONNECTION

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211 STEERING COUNCIL
The 211 Steering Council meets quarterly to receive 211 updates and make decisions or offer support around 211 projects.

DATA, REPORTS & PROMOTIONAL ITEM REQUESTS
Utah 211 receives data, report, and promotional item requests from the community and partners. Team members respond to these requests while also providing presentations/trainings on 211 services.

PARTNERSHIPS THAT MATTER
Utah 211 utilizes data and promotional items to build partnerships that matter. Results are used to build part of the appropriate information.

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DISASTER RESPONSE

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COVID-19 COMMUNITY PARTNER
COMMUNITY HEALTH WORKER (CHW)
CHWs working for Salt Lake County-based multicultural agencies are conducting SDOH surveys for every individual who is COVID-19 tested. Utilizing Utah 211, the CHWs are connecting families to resources they need or warm transferring them to a 211 specialist to provide support and follow up opportunities. This is in partnership with UDOH and is in conjunction with the UofU Wellness Bus.

IN-STATE DISASTER RESPONSE
Utah 211 provides support to the state when there is a disaster including becoming the general information line for callers to the Utah Department of Health, and the Utah Division of Emergency Management, among others.

OUT-OF-STATE DISASTER RESPONSE
Utah 211 also takes calls for other states experiencing a disaster. Utah 211 provides support and follow up opportunities. This is in partnership with UDOH and is in conjunction with the UofU Wellness Bus.

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TRANSPORTATION

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LAST MILE DELIVERY
The Last Mile Delivery program utilizes DoorDash to provide food, groceries, and essential household goods to those in need. Utah 211 acts as the hub for deliveries by submitting pick-up, drop-off and Client information to be used by DoorDash to coordinate and schedule the delivery of items by Dashers.

MOBILITY MANAGEMENT
Contracted with Utah Transit Authority to help meet the transportation needs of elderly, veterans, and people with disabilities.

RIDE UNITED (LYFT)
Meets the transportation needs that require transportation for those in need.

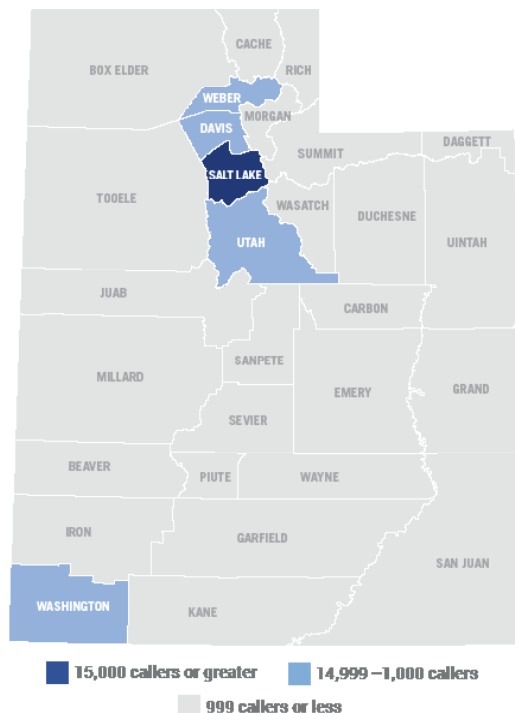
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Utah 211 is Utah's Statewide Health and Human Services Referral System

2019-2020 TOTAL INTERACTIONS BY COUNTY

Includes phone, chat, text, email, in-person, and social media interactions.

BEAVER	52
BOX ELDER	403
CACHE	706
CARBON	277
DAGGETT	<10
DAVIS	3,294
DUCHESNE	189
EMERY	65
GARFIELD	21
GRAND	66
IRON	378
JUAB	62
KANE	46
MILLARD	51
MORGAN	25



PIUTE	<10
RICH	15
SALT LAKE	29,688
SAN JUAN	55
SANPETE	156
SEVIER	239
SUMMIT	212
TOOELE	594
UINTAH	315
UTAH	5,295
WASATCH	146
WASHINGTON	1,210
WAYNE	18
WEBER	4,383

2019-2020 INTERACTION NEEDS



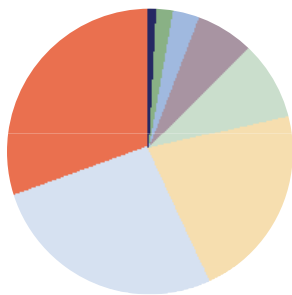
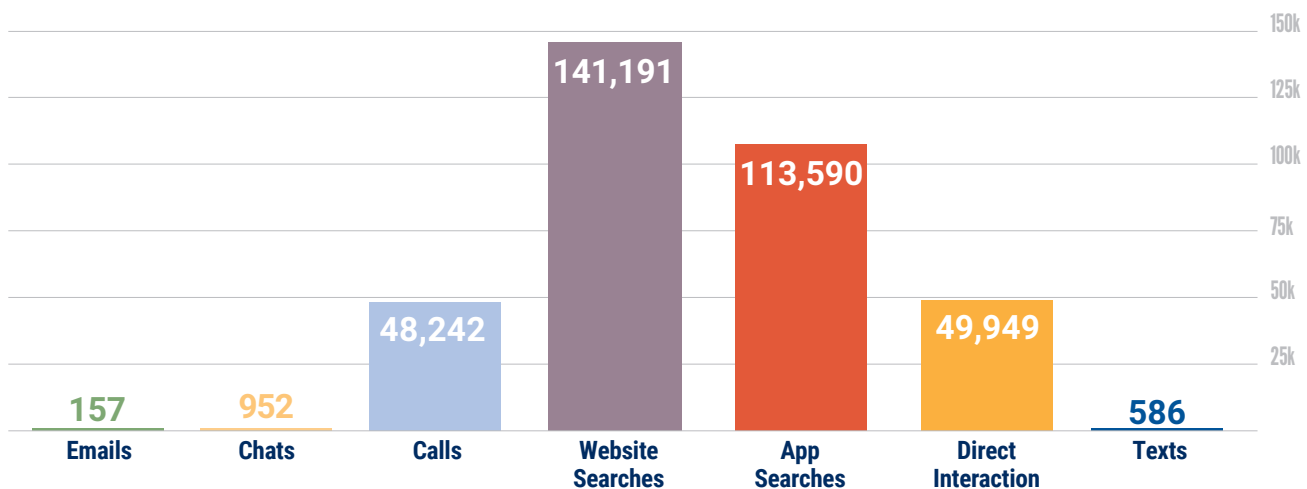
21%	13,124	Housing
12%	7,497	Food/Meals
12%	7,201	Utility Assistance
11%	6,615	Health Care
10%	6,172	Income Support/Assistance
7%	4,518	Individual, Family & Community Support
7%	4,270	Legal, Consumer & Public Safety Services
5%	3,342	Information Services
4%	2,398	Mental Health/Addictions
3%	1,804	Transportation
2%	1,498	Clothing/Personal/Household Needs
2%	984	Employment
1%	794	Other Government/Economic Services
1%	688	Volunteers/Donations
<1%	521	Education
<1%	213	Disaster Services
<1%	146	Arts, Culture & Recreation



Utah 211 is Utah's Statewide Health and Human Services Referral System

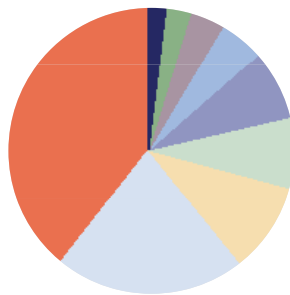
2019-2020 INTERACTION CHARACTERISTICS

CONTACT METHOD (Annual totals)



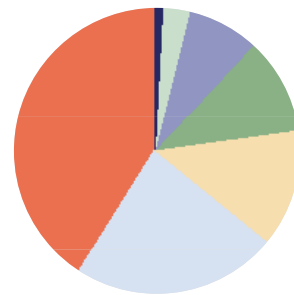
HOUSEHOLD COMPOSITION

- 31%** Single, no children
- 27%** Single parent with children
- 22%** Couple with children
- 9%** Couple, no children
- 7%** Related adults living together
- 3%** Multiple families, one residence
- 2%** Non-related adults living together
- 1%** Relatives raising children



HIGHEST LEVEL OF EDUCATION

- 40%** High school
- 22%** Some college
- 10%** Some high school
- 8%** Associate degree
- 8%** Bachelor's degree
- 5%** GED
- 4%** Elementary or less
- 3%** Junior high
- 2%** Postgraduate



ANNUAL HOUSEHOLD INCOME

- 41%** \$14,999 - \$1
- 23%** \$15,000 - \$24,999
- 13%** \$25,000 - \$34,999
- 11%** \$0
- 8%** \$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

2019-2020 MAJOR INVESTORS

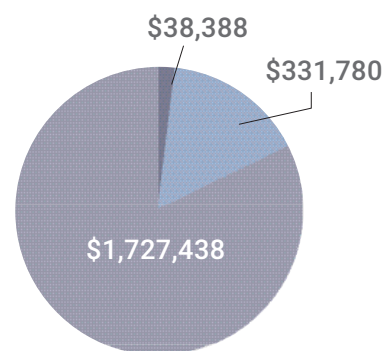
Contracts

- Addiction Policy Forum
- Adult Probation and Parole
- Aloha United Way
- American Red Cross—Utah and Nevada Region
- Association for Utah Community Health
- CAP Utah
- Department of Human Services—Division of Children and Family Services
- Division of Emergency Management
- Help Me Grow
- Medical Home Portal
- National Veteran Intermediary
- Poison Control
- Salt Lake County
- Take Care Utah
- University of Utah
- Utah Community Action
- Utah Department of Health
- Utah Neuropsychiatric Institute
- Voluntary Organizations Active in Disaster

Grants

- State of Utah—Department of Health and Human Services
- Utah Department of Health
- Utah Transit Authority
- United Way Worldwide
- West Valley City CDBG

2019-2020 FINANCIALS



UTAH 211 TOTAL EXPENSES

- United Way of Salt Lake
- United Way of Utah County
- United Way of Northern Utah

2019-2020 UTAH 211 STEERING COUNCIL

Diena Simmons (Co-Chair)

Board Member
United Way of Utah County

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 (Chair)

SVP Market Executive Business Banking
Bank of America Merrill Lynch

Clint Cottam

Executive Director
CAP Utah

Sheila Curtis

Operations Section Chief
Utah Division of Emergency Management

Kim Cutshall

Director
SelectHealth

Heidi DeMarco

Director
Mountainland Area Aging and Adult Services

Patrice Dickson

Chief Operations Officer of Social Services
Utah Community Action

Jennifer Domenici

Program Specialist
Department of Workforce Services,
Housing and Community Development

Candyce Fly Lee

VP GM Rockies G&P
Williams

Anna Fondario

Program Manager
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

State Program Specialist,
Work Success and Connection
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

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
UServeUtah

Kimberly Mueller

Director, Analytic Operations
Comagine

Marie Nagata

Health Program Manager
Utah Department of Health

Libby Oseguera

Executive Director
Utah Developmental Disabilities Council

Shanin Rapp

Youth SUD Program Manager,
SYT-I Grant Project Director
Department of Human Services,
Utah State Division of Substance
Abuse and Mental Health

Heidi Ruster

Regional CEO
American Red Cross

Gene Smith

Operations Director, Social Determinants
of Health, Community Health
Intermountain

Lana Stohl

Deputy Director
Department of Workforce Services

Andrea Wallace

Interim Chair, Adjunct Professor,
Associate Professor
University of Utah, College of Nursing

Zac Whitwell

Assistant Director
Department of Workforce Services (Price)

Cathleen Zick

Acting Dean, Professor
University of Utah, College of
Social and Behavioral Sciences



Photo courtesy: Steve Griffiths, Deseret News

UTAH 211 EMERGENCY DISASTER MANAGEMENT

Utah 211 partners with the Division of Emergency Management via the Department of Public Safety.

Utah 211 works with and trains key stakeholders to ensure effective and timely dissemination of information to emergency managers, first responders, and the general public during an incident. Trained volunteers are on standby across the state, ready to provide support to Utahns via phone, text, chat, and email should an emergency occur.

Utah 211 Supports the State of Utah and the Nation. Utah 211 was on call for those needing housing repairs, shelter, food, water, transportation, and financial support during this year's health and safety crises, including:

- **Magna Earthquake:** A 5.7 magnitude earthquake shook Magna and surrounding areas on March 18, 2020.
- **COVID-19 Pandemic:** The COVID-19 pandemic arrived in the United States, causing food, healthcare, and housing/rent insecurities to skyrocket.
- **Hurricane Dorian:** When Hurricane Dorian, a devastating Category 5 hurricane, severely impacted North and South Carolina, Utah 211 was able to provide back-up for disaster referral services in that area.
- **Water Contamination Incident—Sandy, Utah:** Utah 211 was activated in February 2019 to take emergency public information overflow calls from Sandy City Joint Information Center after a snowstorm, power outage, and subsequent water treatment facility accident contaminated the city water supply for 1,400 residents.

UTAH 211 BRIGHTSPOT

The onset of the COVID-19 pandemic forced an unexpected move to online learning in early March. With little notice and no set return date, teachers, students, administrators, and parents were suddenly adjusting to the "new normal" of remote learning.

This shift to learning from home highlighted some existing inequities in the education system, and United Way of Salt Lake, together with the Promise Partnership and the Utah State Board of Education, launched the *Stay Safe, Stay Connected* initiative. *Stay Safe, Stay Connected* works to ensure that kids have access to essential academic resources, allowing them to stay on track.

Reports from last spring indicate that 20-50% of students never connected with a teacher after moving to remote learning. This is due to multiple factors, including unreliable access to the internet and not having a device on which to connect. Utah 211 was able to connect families with the *Stay Safe, Stay Connected* initiative, which is working with generous donors and partners to ensure that kids and their families have access to affordable internet and the devices they need to continue learning. More than 1,200 devices have been distributed since the program began, and more are on their way to families in need.

dial 211 • 211utah.org • [@211utah](https://twitter.com/211utah) • [facebook/211utah](https://facebook.com/211utah) • 211@uw.org

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This Annual Report was produced by United Way of Salt Lake.