



Get Help. Give Help.



United Ways of Utah

ANNUAL REPORT

JULY 2018–JUNE 2019



INFORM. CONNECT. EMPOWER.



2-1-1

Get Help. Give Help.
United Ways of Utah

Dear Friends,

Over the past ten years, Utah 211 has become a critical part of Utah's health and human service delivery system by connecting people to housing, food, transportation, and other essential resources required to live healthy lives.

211 is more than a phone number to call. With support from state and local government, private donations, and other community groups, **211 continues to make critical resources easily available for more than 150,000 Utahns each year.** Additionally, 211 helps support community service providers through expansive database services, free training, and by connecting members of our community to meaningful volunteer opportunities.

211 houses vast amounts of data that identifies disparities and gaps in services throughout Utah. This information is passed along to elected officials and those who lead our publicly-funded agencies to better advocate and inform the way resources and support systems are delivered to Utahns.

Moving forward, we are working to build out strategies that place the needs of people, communities, and service providers at the center of our work. Whether a Utahn first seeks support from a medical professional, a case worker, a college advisor, a parole or probation officer, or another service provider in their community, we're working to create systems to address more of their needs, more holistically, and easily.

Our goal is to help create a better tomorrow by informing, connecting, and empowering you, our neighbors, colleagues, friends, and family members. **By using 211 services, Utahns are empowered to secure a brighter future.**

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


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 is Utah's statewide information and referral system

2018-2019 TOTAL INTERACTIONS BY COUNTY

Includes calls, chats, texts and emails.

BEAVER	44
BOX ELDER	370
CACHE	748
CARBON	230
DAGGETT	9
DAVIS	2,841
DUCHESNE	167
EMERY	47
GARFIELD	16
GRAND	43
IRON	348
JUAB	83
KANE	23

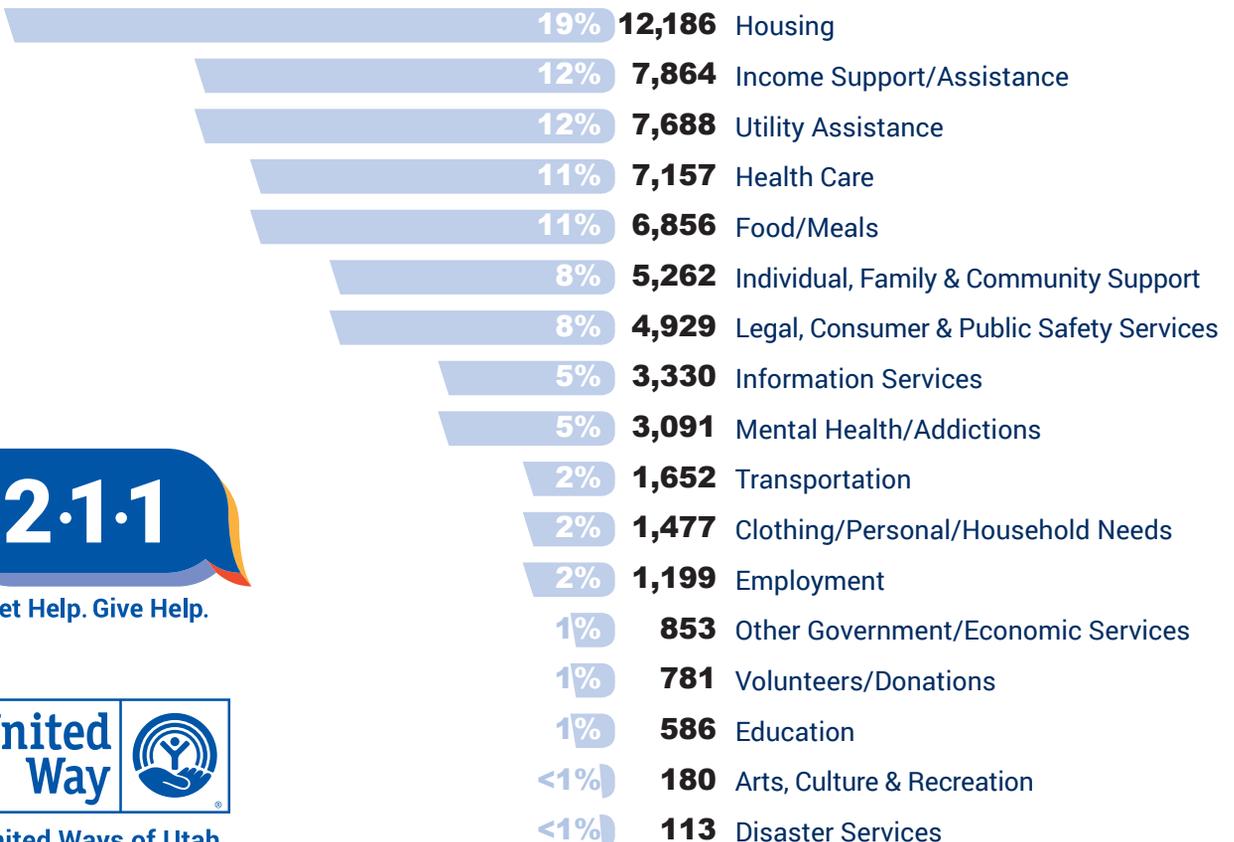


■ 15,000 callers or greater ■ 14,999 – 1,000 callers
■ 999 callers or less

MILLARD	76
MORGAN	32
PIUTE	15

RICH	9
SALT LAKE	27,541
SAN JUAN	50
SANPETE	198
SEVIER	271
SUMMIT	132
TOOELE	577
UINTAH	344
UTAH	5,180
WASATCH	136
WASHINGTON	1,189
WAYNE	22
WEBER	4,615

2018-2019 INTERACTION NEEDS



Get Help. Give Help.

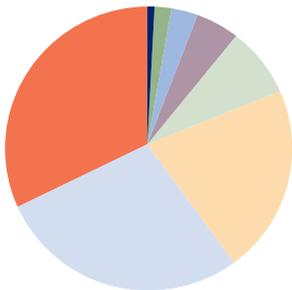
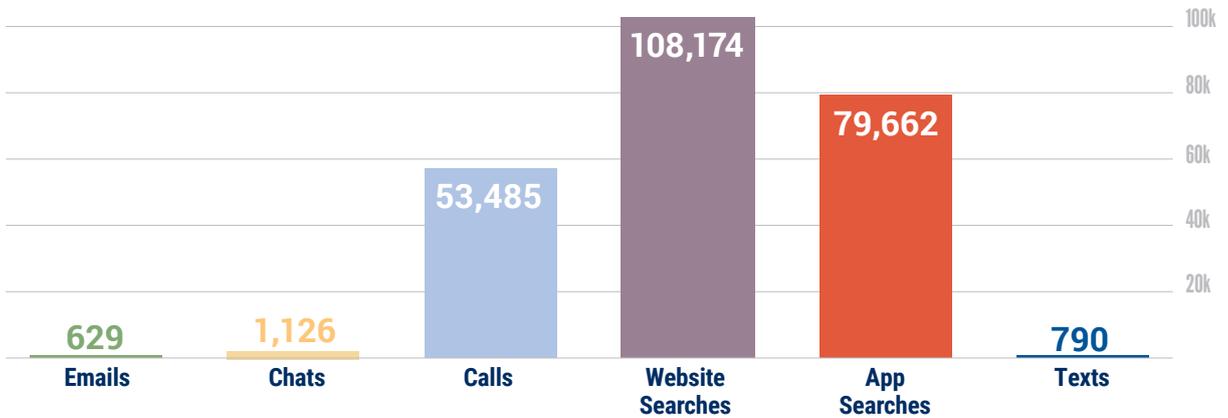


United Ways of Utah

Utah 211 is Utah's statewide information and referral system

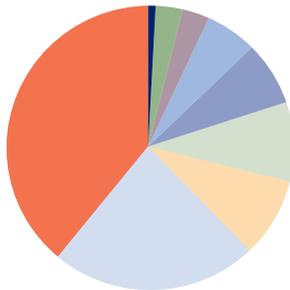
2018-2019 INTERACTION CHARACTERISTICS

CONTACT METHOD (Annual totals)



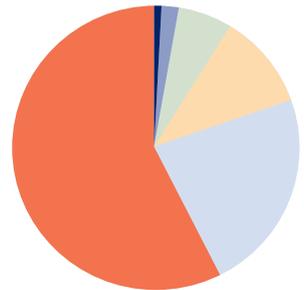
HOUSEHOLD COMPOSITION

- 32%** Single, no children
- 28%** Single parent with children
- 21%** Couple with children
- 8%** Couple, no children
- 5%** Related adults living together
- 3%** Multiple families one residence
- 2%** Non-related adults living together
- 1%** Relatives raising children



HIGHEST LEVEL OF EDUCATION

- 39%** High school
- 23%** Some college
- 9%** Some high school
- 9%** Associate degree
- 7%** Bachelor degree
- 6%** GED
- 3%** Junior high
- 3%** Elementary or less
- 1%** Post graduate



ANNUAL HOUSEHOLD INCOME

- 58%** \$14,999 and below
- 23%** \$15,000 - \$24,999
- 11%** \$25,000 - \$34,999
- 6%** \$35,000 - \$49,999
- 2%** \$50,000 - \$75,000
- >1%** \$75,000 and above



Utah 211 is Utah's statewide information and referral system

2018-2019 MAJOR INVESTORS

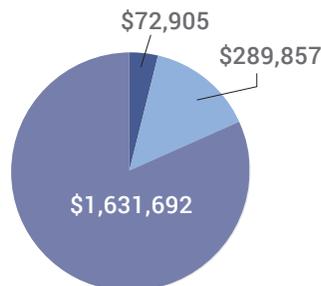
Contracts

- Addiction Policy Forum
- Aloha United Way
- Association for Utah Community Health
- CAP Utah
- CDC Flu on Call
- Department of Human Services—Division of Children and Family Services
- Medical Home Portal
- Take Care Utah
- Utah Department of Health—Health Resource Center

Grants

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

2018-2019 FINANCIALS



UTAH 211 TOTAL EXPENSES

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

2018-2019 UTAH 211 STEERING COUNCIL

Christy Allen

Coordinated Mobility Specialist
Utah Transit Authority

Andrea Beadles

Executive Director
Weber Housing Authority

Katie Bennett

Release ReEntry Supervisor
Adult Probation and Parole

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

Darlene Christensen

Family and Consumer Sciences
Agent, Utah State University
Extension, Tooele

Clint Cottam

Executive Director
CAP Utah

Elizabeth Craig

Social Services Manager
SelectHealth

Sheila Curtis

Operations Section Chief
Utah Division of Emergency Management

Heidi DeMarco

Director
Mountainland Area Aging
and Adult Services

Patrice Dickson

Chief Operations Officer of Social Services
Utah Community Action

Jennifer Dikes

Chief Communications Officer
U.S. Department of Veteran's Affairs

Jennifer Domenici

Program Specialist
Department of Workforce Services,
Housing and Community Development

Nic Dunn

Senior Policy Advisor to Aimee Winder-Newton
Salt Lake County Council—District 3

Sara Dorsey

Outreach Coordinator
UServe Utah

Anna Fondario

Program Manager
Utah Department of Health

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

Abraham Hernandez

Health Promotion Coordinator
Centro Hispano

Matt Hoffman

Chief Medical Informatics Officer
Utah Health Information Network

Anne Milne

Executive Director
Utah Legal Services

Rob Moolman

Executive Director
Utah Pride Center

Kimberly Mueller

Director, Analytic Operations
Comagine

Marie Nagata

Health Program Manager
Utah Department of Health

Shanin Rapp

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

Heidi Ruster

Regional CEO
American Red Cross

Randal Serr

Director
Take Care Utah

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



INFORM. CONNECT. EMPOWER.

UTAH 211 EMERGENCY DISASTER MANAGEMENT

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

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. Today, 150 trained volunteers are on standby across the state, ready to provide support to Utahns via phone, text, and email should an emergency occur.

Utah 211 supports South Carolina during Hurricane Florence. 211 provided 48 hours of phone coverage and answered 342 phone calls from individuals. Callers needed housing repairs, shelter, food, water, transportation, and financial support. "Utah 211 truly changed the way South Carolina was able to respond to this disaster" –John-Mark Bell, *Vice President of Operations and 211 Services*.

UTAH 211 PARTNERSHIPS

Utah 211 continuing momentum on a pilot project with the University of Utah Hospital Emergency Department.

Together, this partnership is creating a system by which patients are screened for social needs at their medical facilities. Utah 211 is able to directly refer patients to community-based services, and provide follow-up to improve health outcomes.

Building on the success of the program with the University of Utah Hospital Emergency Department, Utah 211 now facilitates meetings of medical and community professionals to explore ways to alleviate economic and social hardships that impact an individual's health. The focus is on promoting and connecting individuals to needed services, reducing risk factors that place Utahns in harm's way of disease, injury, and hospital admissions.

Utah 211 works with Utah's Department of Health. 211 is helping prevent and reduce opioid abuse, misuse, and overdose deaths in Utah by becoming the Substance Use Disorder helpline. Utah 211 is committed to assisting those that need support by building a centralized substance use disorder resource database for the state of Utah.

United Way Worldwide, Lyft, and Utah 211 partner to launch Ride United. This new program is designed to assist people who otherwise have no source of transportation and need an "on demand" ride medical appointments, public benefits appointments, and food resources.

The Utah Transit Authority and Utah 211 partner on mobility management. 211 is working to coordinate public transportation for individuals who have disabilities or are seniors.

Utah 211 provides support for the Volunteer Income Tax Assistance (VITA) program. VITA is a national initiative sponsored by the Internal Revenue Service that offers free tax preparation to people with an annual household income of \$56,000 or less who need assistance preparing their own tax returns.

dial 211 • 211utah.org • @211utah • facebook/211utah • 211@uw.org

257 East 200 South, Suite 300 Salt Lake City, UT 84111-2078 | tel 801.736.8929 | fax 801.736.7800
Hearing impaired dial Relay Utah at 7-1-1 or 888.346.3162

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