



**2.1.1**

**Get Help. Give Help.**  
United Ways of Utah

**Welcome**

INFORM. CONNECT. EMPOWER.

# Today I will leave with:

---



- . Overview of Utah 211
- . Knowledge of the resources available
- . Understanding of how to connect to services
- . Partnerships and Close Loop Referral



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MISSION

INFORM Decisions

Build CONNECTIONS

EMPOWER Utah



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## VISION

**A 211 system** that helps ensure every person in the state has their basic needs met, *including* shelter, clothing, food, access to appropriate health care, and personal safety.

# Who We Serve

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- People who need help
- People who help people who need help
- People who make policy and give funding for services used by people who need help



# Utah 211 Helpline

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Free

Confidential

Available 24/7

Local resources in one location

Services in over 200 languages

Follow-up with Clients

# Utah 211 Helpline

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## **Provide warm transfers to service providers**

Will warm transfer callers to the  
University Neuropsychiatric Institute and  
Addiction Resource Center for more crisis situations.

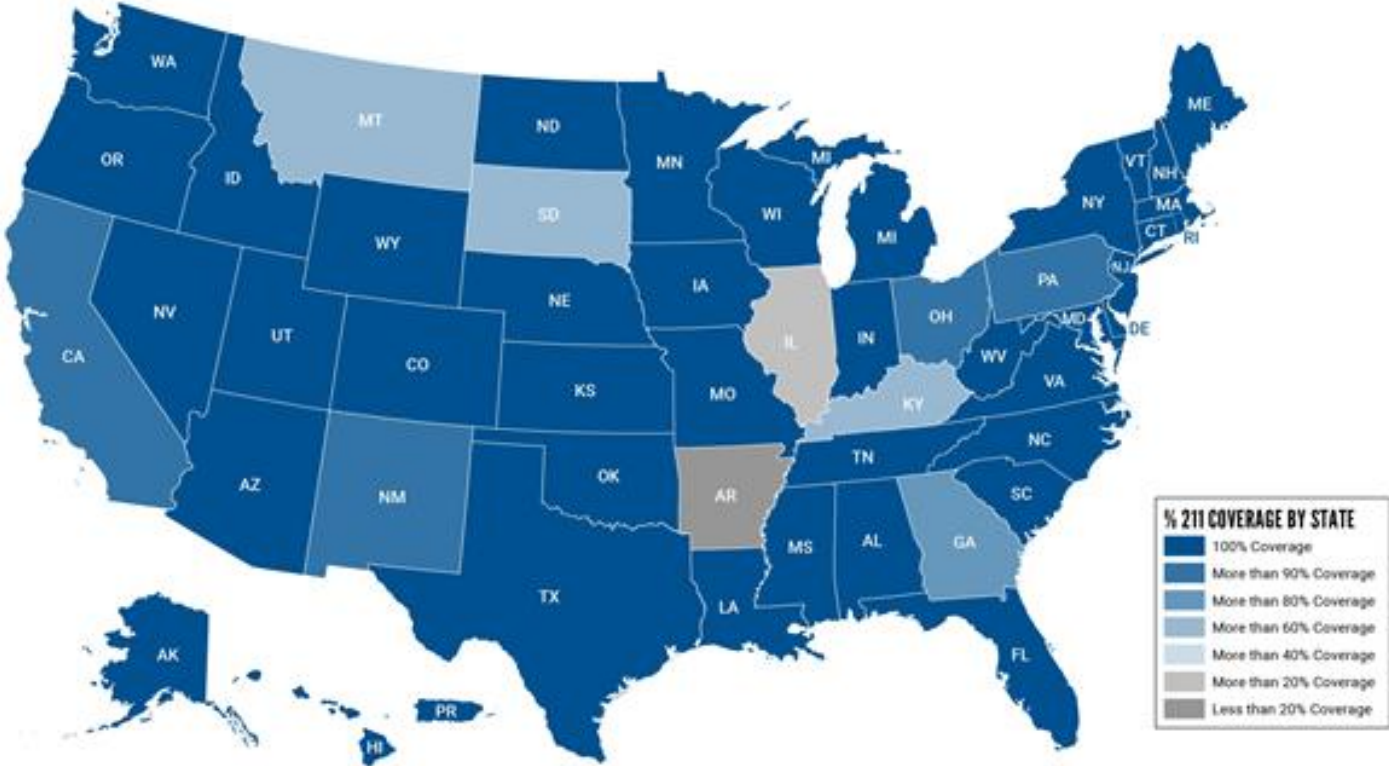
# 211.org



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## 94.6% OVERALL COVERAGE

% of Population Covered\* by 211 in Each State







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# Included in the Utah 211 Database

**2,886**

**Total Providers**

**9,538**

**Services**



# Database Inclusion/Exclusion Policy



Government

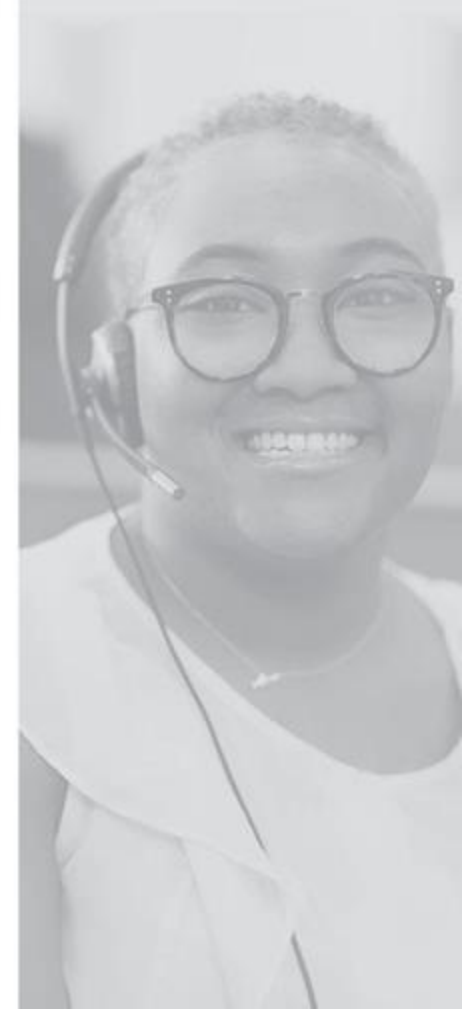
Nonprofit

Specialized Services

Faith based

Sliding scale

Substance Use Disorder and Opioid Use  
Disorder Helpline

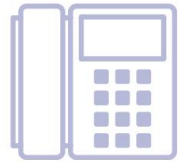




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# Get Connected to 211

24 hours, 7 days a week



**DIAL 211 or  
1.888.826.9790**



**VISIT  
211.utah.org**



**DOWNLOAD  
211 Utah App**



**TEXT ZIP CODE to  
898-211**

- Housing
- Food and Meals
- Mental Health
- Medical Needs
- Utility Assistance
- Tax Assistance
- Substance Use Disorders
- Legal Assistance
- Transportation
- Volunteer Opportunities

Information provided in  
over **200** languages



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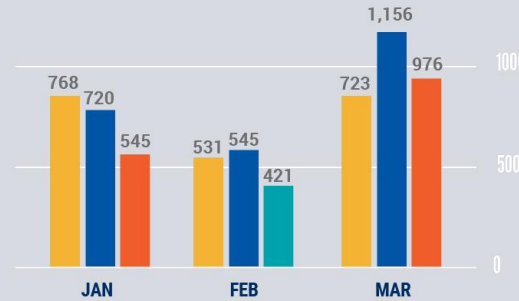
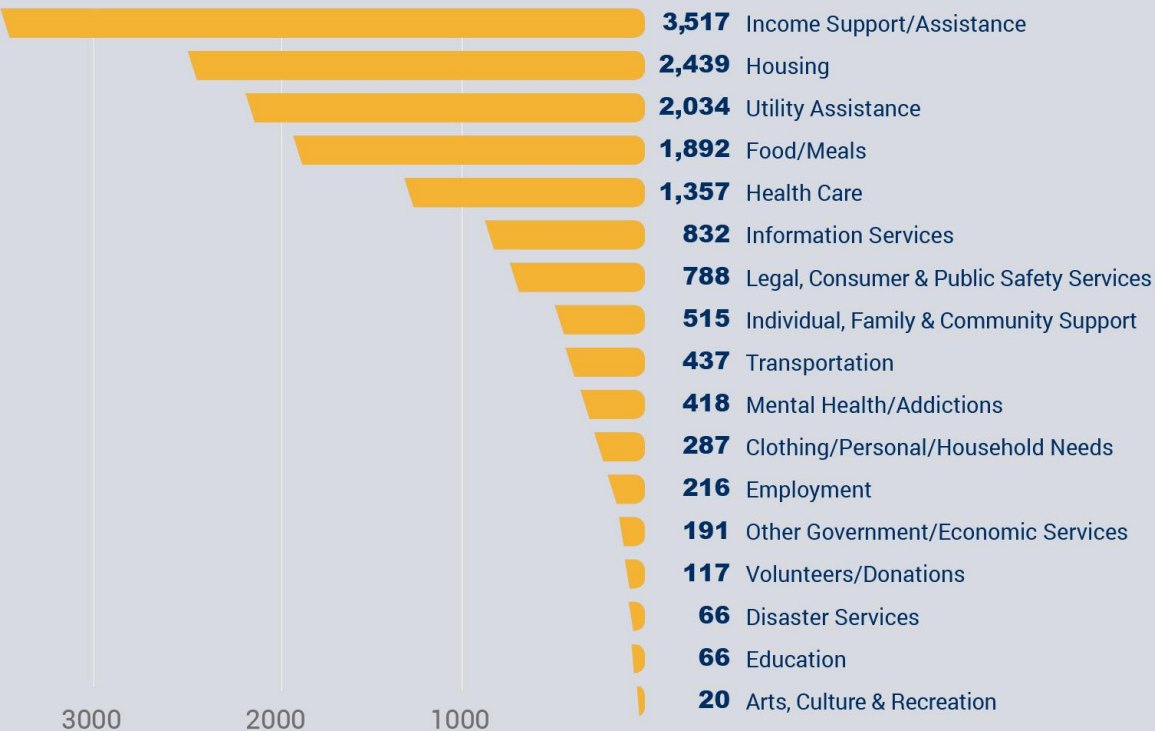
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# CONNECTING UTAHNS IN NEED

Utah 211 is an information and referral service with a database of more than 10,000 basic needs services. As a critical component of Utah's Emergency Management strategy during times of crisis, 211 is connecting Utahns in need to resources and services from across the state.

## COVID-19 UTAH 211 NEEDS REPORT

January–March 2020



### TOP 3 CALLER NEEDS

■ UTILITIES ■ HOUSING  
■ FOOD ■ HEALTH

**COVID**  
resource page

**Top 3 Clicks**  
Housing/Utility  
Food Pantry  
Jobs

**Top 3 Pageviews**  
Housing/Utility  
Food Pantry  
Mental Health

**31%** increase in call volume from March 2019 to March 2020

**38%** increase in daily call volume from 3/18 to 3/20 (earthquake)



### # 211 CALLS



### # 211 APP SEARCHES



### # 211 WEB SESSIONS

# 211 Partnerships



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# Utah 211 Projects

- Ride United (Lyft)
- 211 Substance Use Disorder and Opioid Use Disorder Helpline
- University of Utah Emergency Department
- Mobility Management
- Connect Us Coordination Center



# 211 Mobility Coordination

## Partner:

UTA Mobility  
Coordination

## Summary:

211 offers trip planning assistance to those that go to [utahridelink.com](http://utahridelink.com) and are not able to use the site.

Callers who identify as having a disability, seniors, veterans, or low-income are also asked about their transportation needs. Those with an indentified need are given a referral and offered a follow-up by the 211 team member.



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# Utah 211 Substance Use Disorder/Opioid Use Disorder Helpline

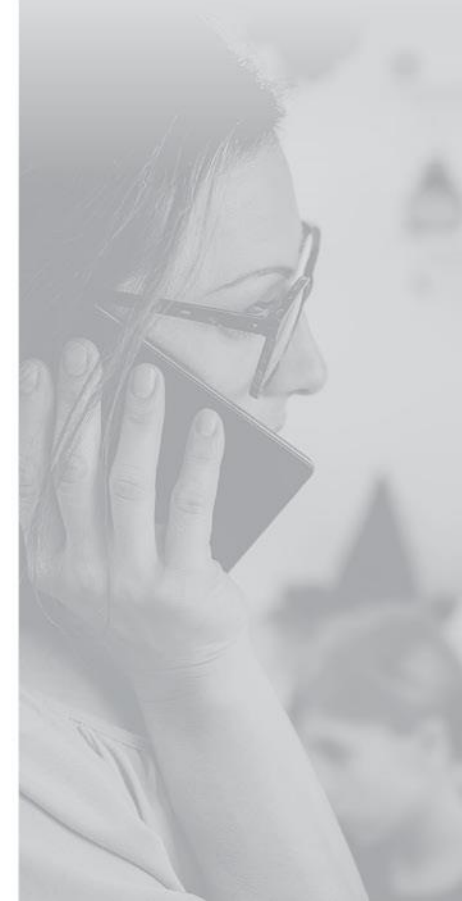


## Partner:

Utah Department  
of Health

## Summary:

Utah 211 is the substance use disorder (SUD) and opioid use disorder (OUD) helpline for the state of Utah. 211 team members provide resource information and offer to connect the client to a dedicated staff member that provides ongoing follow-up support.





# Utah 211 Connect Us Coordination Center (CUCC)

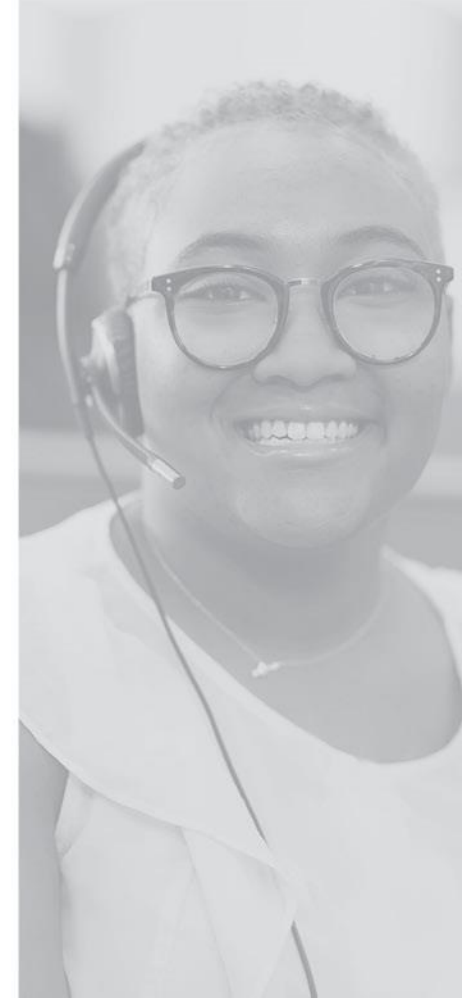


## Partner:

Alliance  
Unite Us

## Summary:

CUCC is the backbone organizational structure that will oversee the Connect Us network. The Connect Us coordinated care network includes medical, behavioral health, and community social service providers in a closed-loop, web based referral platform.



# Prison Release Day Fairs



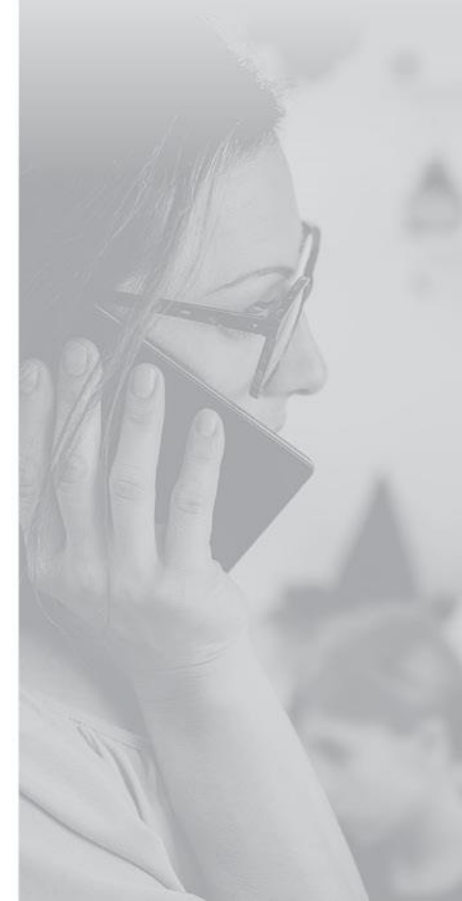
## Partner:

Department of  
Corrections:  
Adult Probation  
and Parole

## Summary:

A 211 team member is present at the Prison Release Day Fairs for the Utah state prison. The 211 team member describes 211's services and offers to take contact information for a 211 team member to follow-up with the individual at a later date when they may have a better understanding of their top needs.

*This is currently on hold due to the pandemic and physical distancing requirements.*



# COVID-19 Community Partners (CCP Program)



## Partner:

Utah Department  
of Health

## Summary:

Working with community health workers (CHWs) in partnership with the University of Utah Wellness Bus to provide high risk areas with resources through a follow-up call based on an SDOH survey. Utah 211 trains the CHWs on connecting clients to resource information and offers to follow-up with the clients as needed.



# Memorandums of Understanding (MOUs)



## Partner:

Addiction  
Policy Forum  
(APF)

UNI

Poison Control

## Summary:

Utah 211 has MOUs with the mentioned partners.

APF: 211 warm transfers a client who may need help with addictions.

UNI: 211 warm transfers a client to the UNI crisis line and for calls related to suicide.

Poison Control: 211 warm transfers or refers a client to Poison Control with a poison related incident after first identifying that the client is not in immediate danger.



# Synergy

## Partner:

University of  
Utah College of  
Nursing and  
University of  
Utah Emergency  
Department

## Summary:

UofU ED staff provide an SDOH survey to patients. Those that request a follow-up are ferred to 211 via the RED CAP database (which provides the patient's contact information). Referrals and potential warm transfers are then provided in the follow-up, with the 211 team member scheduling a second follow-up as needed.



# Utah 211 Emergency Public Information Role

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- **COLLECT** critical disaster information
- **CONVEY** “special instructions” to the public about the incident
- **DOCUMENT** public caller interactions and report on what happened during the incident
- **RELAY** questions and rumors from the public and Joint Information Center/EOC (JIC/EOC)
- **REPORT** the number of interactions and what the needs and referrals were to the JIC/EOC

# How To Search For Resources in 211utah.org

And

# How To Create and Use My Account



# 211utah.org



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The screenshot shows the website's navigation bar with the 2.1.1 logo, United Way logo, and menu items: Home, Search, About Us, Resources, Partners, Volunteer, My Account, and accessibility icons. Below the navigation bar is a hero section with a background image of call center agents. It features six icons: a red coronavirus icon labeled 'CORONAVIRUS', a telephone icon labeled 'CALL', a 2.1.1 Utah app icon labeled 'DOWNLOAD APP', a smartphone icon labeled 'TEXT', a chat bubble icon labeled 'CHAT', and an envelope icon labeled 'EMAIL'. Below the hero section is a blue bar with the text 'HELP STARTS HERE' and three buttons: 'ENTER ZIP CODE', 'OR CHOOSE A COUNTY', and 'NEXT'. A red arrow points from a text box to the 'NEXT' button.

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Home Search About Us Resources Partners Volunteer My Account AIA

CORONAVIRUS CALL DOWNLOAD APP TEXT CHAT EMAIL

HELP STARTS HERE

ENTER ZIP CODE OR CHOOSE A COUNTY NEXT

Search by zip code or county



2-1-1

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Home Search About Us Resources Partners Volunteer My Account Log Out AIA

2-1-1

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Search by  
icon



Housing +  
Utilities



Food



Transportation



Legal



Mental Health  
+ Addictions



Medical,  
Dental, Vision



Employment



Education  
+ Training



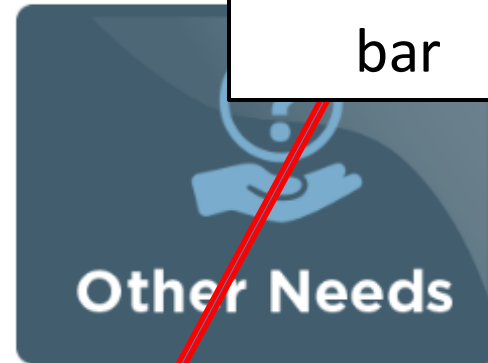
Domestic  
Violence + Abuse

# Website is 211utah.org



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To do a custom search use the search bar



Or enter a custom topic.

Can't find what you need? Use our [other searches.](#)

[Click here to reset the form.](#)

# My Account – Creating An Account



## **Benefits of Having an Account**

View Recent Activity

Create Resource Lists

Update your Organization's Listing

# My Account – Creating An Account

Step one: Go to [211utah.org](https://211utah.org) and click on “My Account”



# My Account – Creating An Account



Or enter a custom topic.  SEARCH

Can't find what you need? Use our [other searches.](#) Account Login

[Click here to reset the form.](#)



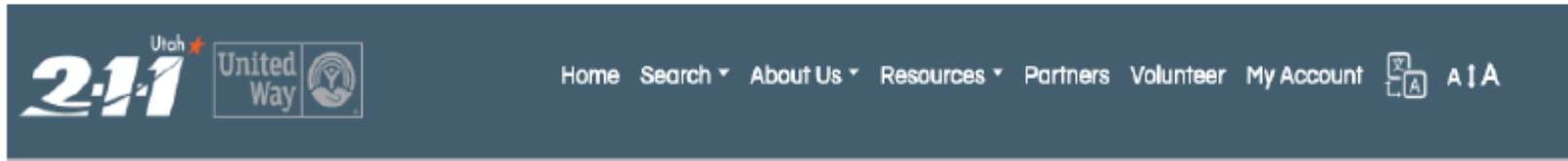
You can also login or create an account by selecting the Account Login button found at the bottom of the page

# My Account – Creating An Account



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Step two: Click on “I want to create an account”



Please sign in

	<input type="text" value="Username"/>
	<input type="password" value="Password"/>

[Log in](#)

[I forgot my password.](#)

[I don't know my username.](#)

[I want to create an account.](#)



This website is free to use without an account. Having an account allows you to save records to groups and to recall profiles you have visited previously.

# My Account – Creating An Account



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## Step three: Complete the registration



### Registration

\* Required field

Name \*

Username \*

Password \*

Confirm Password \*

Email Address \*

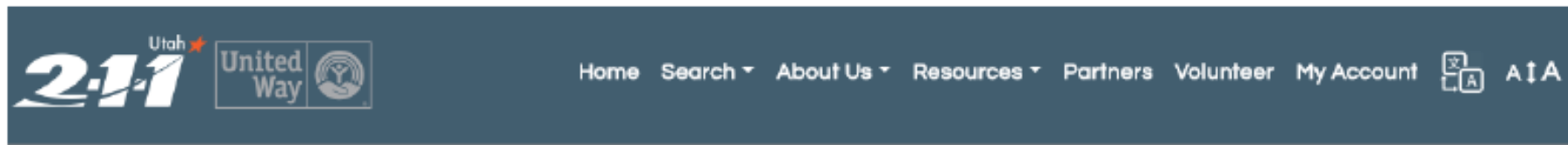
Confirm Email Address \*

# My Account – Creating An Account



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## Step four: Login and start searching for resources



### Message

Thank you for registering. You may now log in using the username and password you registered with.

Please sign in

	<input type="text" value="Username"/>
	<input type="password" value="Password"/>

[Log in](#)



# My Account – Creating Resource Groups



## Benefits of Using Resource Groups

Resources are regularly updated  
Easy access to frequently-used resources  
Groups can be created for specific needs,  
groups, or communities

# My Account – Creating Resource Groups

**Step one:** Go to [211utah.org](https://211utah.org) and click on “My Account” to sign in



# My Account – Creating Resource Groups



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**Step two:** Under My Account, click on “manage my resource groups”

## My Account

You're signed in as

Your last visit was on

[Log out](#)

[Recent activity](#)

[Edit my account](#)

[Manage my resource groups](#)



No history available. A log of your most-recently-visited records will appear here after you log in and use the site. You may start a search using the form below.

Locate a record by typing its name here.

Search

[Go to common searches](#)

[Start an advanced search](#)

# My Account – Creating Resource Groups



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**Step three:** Click on “Create your first group”

## My Account

You're signed in as

Your last visit was on

[Log out](#)

[Recent activity](#)

[Edit my account](#)

[Manage my resource groups](#)

A screenshot of a web interface. At the top, there is a green button with a white plus icon and the text 'Create your first group'. A large red arrow points to this button from the right. Below the button is a search bar with the placeholder text 'Locate a record by typing its name here.' and a 'Search' button. At the bottom, there are two dark grey buttons: 'Go to common searches' and 'Start an advanced search'.

Here you can make and title multiple resource groups

# My Account – Creating Resource Groups



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## Step four: Saving the resource to a group

### Help Me Grow Utah

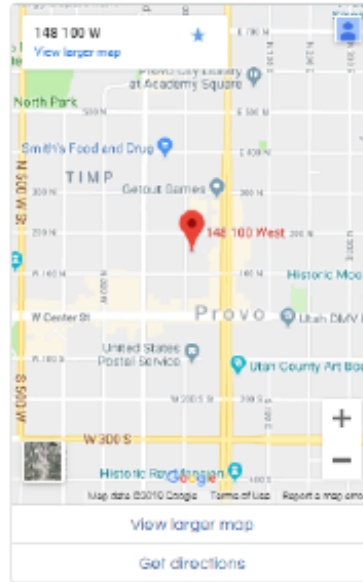
148 North 100 West  
United Way of Utah County  
Provo, UT 84601  
(801) 691-5322

[www.helpmegrowutah.org](http://www.helpmegrowutah.org)

- + Contact / About
- + Case/Care Management
- + Developmental Screening
- + Early Intervention for Children With Disabilities/Delays
- + Parenting Helplines
- + Specialized Information and Referral

- Email
- Phone
- Print

You can also email, text, and print a resource directly from here.



When you find a resource you want to save, select which group(s) to save it to.

**Resource Groups**  
Groups allow you to save and organize resources within your personal account.

Add Resource to a Group  
Select group

**My Resource Groups**  
Parenting Support 0  
Create a new group »  
Manage all groups »



# My Account – Creating Resource Groups



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## Step five: View, manage, and print resources under “My Account”

### My Account

You're signed in as

Your last visit was on

[Log out](#)

[Recent activity](#)

[Edit my account](#)

[Manage my resource groups](#)

Food (4)	<a href="#">Edit</a>	<a href="#">Delete</a>
Housing & Utilities (3)	<a href="#">Edit</a>	<a href="#">Delete</a>
Insurance (2)	<a href="#">Edit</a>	<a href="#">Delete</a>
Legal Aid (2)	<a href="#">Edit</a>	<a href="#">Delete</a>
Medical & Dental (3)	<a href="#">Edit</a>	<a href="#">Delete</a>
Parenting Support (4)	<a href="#">Edit</a>	<a href="#">Delete</a>
Tax Preparation (2)	<a href="#">Edit</a>	<a href="#">Delete</a>
Transportation (2)	<a href="#">Edit</a>	<a href="#">Delete</a>

Groups are listed alphabetically by name.

[+ Create a new group](#)

# My Account – Updating Your Organization Information

Step one: Go to [211utah.org](https://211utah.org) and click on “My Account” to sign in



# My Account – Updating Your Organization Information



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## Step two: After signing in, search for your organization

### My Account

You're signed in as

Your last visit was on.

[Log out](#)

[Recent activity](#)

[Edit my account](#)

[Manage my resource groups](#)

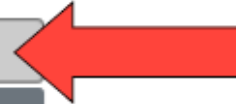
No history available. A log of your most-recently-visited records will appear here after you log in and use the site. You may start a search using the form below.

Locate a record by typing its name here.

Search

[Go to common searches](#)

[Start an advanced search](#)





# My Account – Updating Your Organization Information



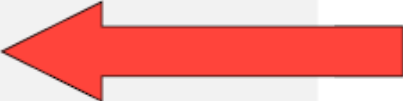
## Step three: Request changes to your profile

Request Changes to this Profile

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[Report updated information »](#)

[Verify all current information »](#)



Once in your organization, at the bottom right corner, you can click on “Report updated information” to make changes. Click on “Verify all current information to confirm nothing has changed with your services.

# My Account – Updating Your Organization Information



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## Step four: Edit Resource Record

Before editing, you will need to put your name in so we can contact you with any additional questions



« Return to the provider's profile (changes will not be saved)

Please provide your name.

**Edit Resource Record** Edit Service Details

**Full Resource Name**  
Required   
Enter the Name of the Agency or Site

**Website Address**  
  
E.g. www.website.com

**Description**  
Required   
Describe the resource and the services that are offered.

# My Account – Updating Your Organization Information



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## Step five: Edit Service Details

« Return to the provider's profile (changes will not be saved)

Please provide your name.

Type your name here.

Edit Resource Record

**Edit Service Details**

This form cannot be used to **add or remove** services. Those tasks must be performed directly by a database administrator. However you may edit the details of existing services. To add or remove services please contact the administrators of this site.

### Primary Services

+ Case/Care Management (PH-1000)

+ Developmental Screening (LF-7000.1730)



Click on each service  
to update details  
about your programs

# My Account – Updating Your Organization Information

## Step six: Submit Record

Once updates are complete, click on “Submit Record” at the bottom of the page.



**Submit Record**

After updates are submitted, it will take approximately one week for changes to be reflected on the website and app.



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# How To Use 211 App



# App



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Utah 2-1-1 County: Utah

CATEGORIES SEARCH FAVORITES

- utilities
- food assistance
- housing
- mental health
- health care
- income
- transportation
- substance abuse
- legal
- clothing/household
- education
- family support

Intermountain Healthcare United Way United Way of Utah County

Click here to change search area



Use phones location to search local resources

Search for resources all across Utah

← Advanced Search County: Utah

**Location**

Use Phone Location  Set Another Location

**Save Phone Location**

Search the full state of Utah

Search by city or zip code



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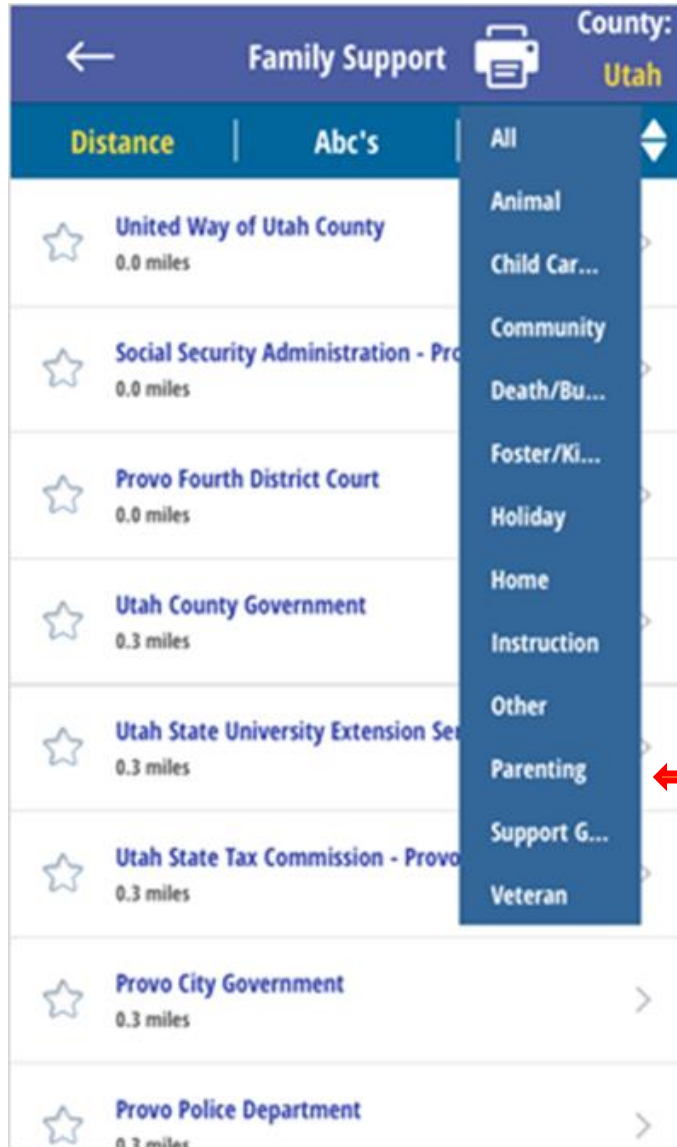






You can search by Categories, Search, Favorites





Resource options can be organized by Distance, Alphabetically, or by Topic


Topic has sub-categories that help narrow down options












Select resource

Ex. Help Me Grow Utah



← Family Support  County: Utah

Distance | **Abc's** | Parenting 

-  Utah State University Extension Service - Utah C...  
0.3 miles >
-  Utah County Health Department - Provo  
0.3 miles >
-  Center for Women and Children in Crisis - Provo  
0.4 miles >
-  **Help Me Grow Utah**  
0.4 miles >
-  The Family Academy  
0.6 miles >
-  Centro Hispano  
0.9 miles >
-  South Franklin Community Center  
1.0 miles >
-  Welcome Baby - Utah County  
1.0 miles >



Parenting was selected therefore resources specific to parenting will be shown



To view specific service details select service link. There you will find more information like hours, required documents, eligibility, fees, intake procedures, languages

The screenshot shows a mobile app interface for 'Help Me Grow Utah'. At the top, there is a blue header with a back arrow, a 'FAVORITE' button with a star icon, and a 'SHARE' button with a share icon. Below the header, the organization name 'Help Me Grow Utah' is displayed in blue. Contact information is listed with icons: a location pin for '148 North 100 West Provo, UT 84601', a phone icon for '801-691-5322', and a website icon for 'www.helpmegrowutah.org'. A 'Description' section follows, stating: 'Help Me Grow Utah is an information and referral service available at no cost to connect families to community resources, pregnancy, and child development information, including a parent-completed developmental screening.' Below this is a 'Primary Services' section with a list of services: 'Developmental Screening', 'Developmental Screening', 'Early Intervention for Children With Disabilities/Delays', 'Early Intervention for Children With Disabilities/Delays', and 'Case/Care Management'.

Basic contact information and general description and list services will be found in the provider profile



If you refer to a resource regularly make it a favorite by selecting the star Favorite icon on the top banner



The screenshot shows a mobile app interface for a provider profile. At the top, there is a blue header bar with a back arrow on the left, a star icon labeled 'FAVORITE' in the center, and a share icon labeled 'SHARE' on the right. Below the header, the profile name 'Help Me Grow Utah' is displayed in a large blue font. Underneath the name, there are three rows of contact information, each with an icon on the left: a location pin for the address '148 North 100 West Provo, UT 84601', a telephone icon for the phone number '801-691-5322', and a globe icon for the website 'www.helpmegrowutah.org'. Below the contact information, the section 'Description' is followed by a paragraph of text. At the bottom, the section 'Primary Services' is followed by a list of services, each preceded by a blue dot.

To share a resource select share from the main Provider Profile



Send resource information as a text from your phone directly.

The screenshot shows a mobile application interface for 'Help Me Grow Utah'. At the top, there is a blue header bar with a back arrow, a 'FAVORITE' button with a star icon, and a 'SHARE' button with a share icon. Below the header, the title 'Help Me Grow Utah' is displayed. Contact information is listed: PO Box 135, Provo, UT 84603; phone number 801-691-5322; and website helpmegrowutah.org. Two blue buttons are visible: 'SHARE via Phone' and 'SHARE via 211'. Below these are sections for 'Primary Services' (Developmental Screening, Parenting Helplines) and 'Hours' (M - F 8:30 am - 5 pm). A red arrow points from the left callout box to the 'SHARE via Phone' button, and another red arrow points from the right callout box to the 'SHARE via 211' button.

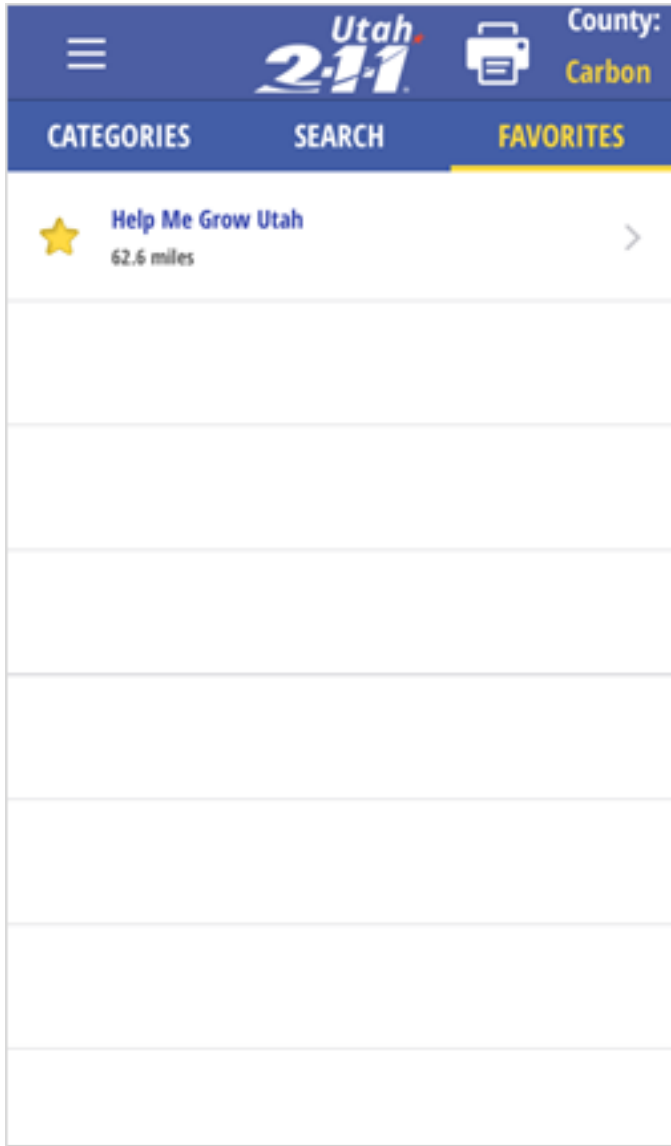
Send resource as a text from 211.





Select Favorites to access resources that you have marked as your favorite





You can print and share your favorite list directly from your phone



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From the menu opens and closes other available options.

You can directly call or text 211 from here.



# What Utah 211 Wants You To Know

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1. You will be connected with an empathetic and compassionate individual that has been highly trained in I&R services. They are here to listen and to support individuals when they are most in need.
2. I&R specialists listen to individuals most challenging situations and provide the appropriate resource information so that they can connect to the help they need.
3. You don't have to do this alone. I&R Specialists and 211 are here to help.

# Get Involved



## DONATE:

The Utah **COVID-19** Community Response Fund is designed to expand nonprofit organizations' capacity to address the economic impact on our communities' most vulnerable citizens. The fund will support the following programs and services:

- Rent and mortgage assistance
- Healthcare services for under/uninsured
- Crisis nurseries and childcare
- 211 Information and Referral

<https://uw.org/covid19-community-fund/>



## ADVOCATE:

Sign up to receive our Action Alerts and use your voice to help alleviate the economic impact of the **COVID-19** outbreak:

<https://uwsl.salsalabs.org/ReceiveActionAlerts/index.html>



## PARTNER:

For more information on how your company can partner with United Way of Salt Lake to support our community during the pandemic, contact **Faeth Alder** at [Faeth.Alder@uw.org](mailto:Faeth.Alder@uw.org) or **801-792-2088**.



**2·1·1**

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**Thank You.**

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