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
MISSION

INFORM Decisions
Build CONNECTIONs
EMPOWER Utah
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

- 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

Free
Confidential
Available 24/7
Local resources in one location
Services in over 200 languages
Follow-up with Clients
Provide warm transfers to service providers

Will warm transfer callers to the University Neuropsychiatric Institute and Addiction Resource Center for more crisis situations.
94.6% OVERALL COVERAGE
% of Population Covered* by 211 in Each State

Data produced by UWW and AIRS: July 2015
© 2015 United Ways of Utah | 211.org

*Coverage is calculated by U.S. Census data
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
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
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

- 3,517 Income Support/Assistance
- 2,439 Housing
- 2,034 Utility Assistance
- 1,892 Food/Meals
- 1,357 Health Care
- 832 Information Services
- 788 Legal, Consumer & Public Safety Services
- 515 Individual, Family & Community Support
- 437 Transportation
- 418 Mental Health/Addictions
- 287 Clothing/Personal/Household Needs
- 216 Employment
- 191 Other Government/Economic Services
- 117 Volunteers/Donations
- 66 Disaster Services
- 66 Education
- 20 Arts, Culture & Recreation

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 Partnerships
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 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.
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.
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 referred 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

- **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
Search by icon
Website is 211utah.org

To do a custom search use the search bar
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 and click on “My Account”
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

Step two: Click on “I want to create an account”
My Account – Creating An Account

Step three: Complete the registration

Registration
* Required field

Name *
Username *
Password *
Confirm Password *
Email Address *
Confirm Email Address *
My Account – Creating An Account

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

- Username
- 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 and click on “My Account” to sign in
My Account – Creating Resource Groups

**Step two:** Under My Account, click on “manage my resource groups”
Step three: Click on “Create your first group”

Here you can make and title multiple resource groups
My Account – Creating Resource Groups

**Step four:** Saving the resource to a group

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

You can also email, text, and print a resource directly from here.
# My Account – Creating Resource Groups

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

<table>
<thead>
<tr>
<th>Category</th>
<th>Edit</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food (4)</td>
<td><img src="edit-icon.png" alt="Edit" /></td>
<td><img src="delete-icon.png" alt="Delete" /></td>
</tr>
<tr>
<td>Housing &amp; Utilities (3)</td>
<td><img src="edit-icon.png" alt="Edit" /></td>
<td><img src="delete-icon.png" alt="Delete" /></td>
</tr>
<tr>
<td>Insurance (2)</td>
<td><img src="edit-icon.png" alt="Edit" /></td>
<td><img src="delete-icon.png" alt="Delete" /></td>
</tr>
<tr>
<td>Legal Aid (2)</td>
<td><img src="edit-icon.png" alt="Edit" /></td>
<td><img src="delete-icon.png" alt="Delete" /></td>
</tr>
<tr>
<td>Medical &amp; Dental (3)</td>
<td><img src="edit-icon.png" alt="Edit" /></td>
<td><img src="delete-icon.png" alt="Delete" /></td>
</tr>
<tr>
<td>Parenting Support (4)</td>
<td><img src="edit-icon.png" alt="Edit" /></td>
<td><img src="delete-icon.png" alt="Delete" /></td>
</tr>
<tr>
<td>Tax Preparation (2)</td>
<td><img src="edit-icon.png" alt="Edit" /></td>
<td><img src="delete-icon.png" alt="Delete" /></td>
</tr>
<tr>
<td>Transportation (2)</td>
<td><img src="edit-icon.png" alt="Edit" /></td>
<td><img src="delete-icon.png" alt="Delete" /></td>
</tr>
</tbody>
</table>

Groups are listed alphabetically by name.

[Create a new group](create-group-button.png)
My Account – Updating Your Organization Information

Step one: Go to 211utah.org and click on “My Account” to sign in.
My Account – Updating Your Organization Information

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
  - 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.”
Step four: Edit Resource Record

Before editing, you will need to put your name in so we can contact you with any additional questions.
Step five: Edit Service Details

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.

After updates are submitted, it will take approximately one week for changes to be reflected on the website and app.
How To Use 211 App
Click here to change search area
Use phones location to search local resources

Search for resources all across Utah

Search by city or zip code
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
Parenting was selected therefore resources specific to parenting will be shown.

Select resource
Ex. Help Me Grow Utah
To view specific service details select service link. There you will find more information like hours, required documents, eligibility, fees, intake procedures, languages.

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.

To share a resource select share from the main Provider Profile.
Send resource information as a text from your phone directly.

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.
From the menu opens and closes other available options.

You can directly call or text 211 from here.
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/](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:


**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 or 801-792-2088.
Thank You.
INFORM. CONNECT. EMPOWER.