Utah 2-1-1 Service Snapshot 2011

For the millions of Americans needing help, from locating adequate child care to finding quality care for an aging parent, 2-1-1 is an easy-to-remember phone number connecting them quickly to essential community services. To the states and localities that have embraced 2-1-1, it is much more: a cost-efficient human services delivery system; the vital connection between agencies and volunteer centers with opportunities; and an essential tool during times of disaster.

Spearheaded by United Ways, the Alliance of Information and Referral System (AIRS), and information and referral providers across the country, 2-1-1 serves over 260 million people (more than 86.6% of the entire population) covering all 50 states (including 33 states with 90%+ coverage) plus the District of Columbia and Puerto Rico. Several states are in various stages of planning and implementation to provide full statewide coverage. Every few weeks, these coverage numbers increase.

In Utah, 2-1-1 is operated by United Way of Utah County (UWUC), who serves Utah and Wasatch Counties, and United Way of Salt Lake (UWSL), who serves the rest of the state. In 2011, Utah's 2-1-1 received **115,277 calls**. These individuals and families received **174,970 referrals** to non-profit and government agencies. Below are two snapshot of the calls received and referrals made by both UWSL and UWUC.

United Way of Salt Lake Snapshot

Call Frequency	
8:30 am–11:30 am	37%
11:30 am–3:30 pm	43%
3:30 pm–6:00 pm	20%

Busiest Hours
11:30 am – 12:30 pm
1:30 pm – 2:30 pm

Calls By County		
Salt Lake	80,021	74.5%
Weber	9,238	8.6%
Davis	7,008	6.5%
Utah	3,490	3.3%
Washington	1,426	1.3%
Other	6,183	5.8%

Major Needs		
Income Support/Assistance	32,217	28.76%
Food/Meals	12,315	10.99%
Clothing/Personal/Household	11,289	10.08%
Information Services	10,732	9.58%
Family and Community Life	9,746	8.70%
Health Care	9,378	8.37%
Housing/Shelter	6,284	5.61%
Legal/Justice	4,890	4.36%
Government Associations	4,867	4.34%
Mental Health/Addictions	2,508	2.23%
Employment	1,556	1.39%
Education	1,553	1.39%
Transportation	1,512	1.35%
Volunteer/Donation	1,263	1.13%
Disability Issues	935	0.83%
Insurance Issues	490	0.44%
Food Supplements	348	0.31%
Disaster Services	79	0.07%
Consumer Assistance/Regulation	76	0.07%

Top 25 Agency Referrals
Salt Lake Community Action Program
Volunteer Income Tax Assistance (VITA)
The Salvation Army
Crossroads Urban Center
Utah Department of Workforce Services
Home Energy Assistance Target (HEAT)
Utah Department of Health
Catholic Community Services
Community Health Centers
Salt Lake Valley Health Department (SLVHD)
Marine Corps Reserve Center –Toys for Tots
American Red Cross
Utah Legal Services
Salt Lake Donated Dental
Social Security Administration
Hildegarde's Food Pantry
Utah Division of Housing and Community Development
The Road Home
Maliheh Free Clinic
Utah State Courts
Intermountain Community and School Clinics
Salt Lake County Aging Services
Family Support Center
Rescue Mission of Salt Lake
AAA Fair Credit Foundation

Database Listings	
Total number of agencies	1,291
Total number of sites	3,266

United Way of Utah County Snapshot

Major Needs		
Volunteer/Donation	2173	27.50%
Income Support/Assistance	1791	22.60%
Housing/Shelter	1056	13.30%
Health Care	730	9.20%
Family and Community Life	441	5.60%
Food/Meals	347	4.40%
Legal/Justice	293	3.70%
Mental Health/Addiction	227	2.90%
Transportation	183	2.30%
Information Services	120	1.50%
Disability Issues	113	1.40%
Employment	87	1.10%
Clothing/Personal/Household	43	0.5%
Disaster Services	7	0.1%

Database Listings	
Total number of agencies	309
Total number of programs	581

Top 25 Agency Referrals
Community Action Services & Food Bank
Volunteer Income Tax Assistance Program (VITA)
Housing Authority of Utah County
Mountainland Community Health
Community Health Connect
Utah Department of Workforce Services
Utah Legal Services
Food & Care Coalition
Volunteer Care Clinic
BYU Law Help
Mountainland Association of Government (MAG)
Paratransit
Center for Women and Children in Crisis
American Red Cross
Health Department
Wasatch Mental Health
Turning Point
Help Me Grow
Ability First
Deseret Industries
BYU Comprehensive
Area Agency on Aging
Family Support and Treatment
Social Security Administration
Habitat for Humanity