



WHO ARE WE?

United Way 2-1-1 provides a single point of entry through which all Utahns can gain access to thousands of community and government agencies. Our callers' needs range from food assistance to summer activities for children, from detoxification services to volunteer opportunities. Our services can be especially helpful in finding support for Utah's at-risk populations. By dialing 2-1-1 or visiting our website, inquirers are taking an important step to solving their health or human services needs.

Our team of information specialists is able to perform problem assessments and service navigation for issues from every day concerns to major life-changing events. Our mission is to connect callers with information about available resources in the community in order to help them receive health and human services in a simple, confidential, and comprehensive manner.

UNITED WAY 2-1-1: GET CONNECTED. GET ANSWERS.

WHAT DO WE DO?

When reaching out to United Way 2-1-1, a caller can expect a friendly Information Specialist with an empathetic ear and a tireless desire to help.

- **WHAT TO EXPECT** – A United Way 2-1-1 Information Specialist will listen to the needs that a caller explicitly states, but will also be listening for underlying needs that can be solved. Our specialists are trained to then identify the best course of action to meet any additional needs that have been identified during the call.
- **BASIC INFORMATION** – United Way 2-1-1 provides basic information about community resources such as a telephone number, address, details of service, eligibility and/or hours of operation. United Way 2-1-1 can also provide a more advanced portrait of organizations, when detailed information is available.
- **COMPREHENSIVE DATABASE** – All phases of the information & referral process use a comprehensive database of community and government services available in close proximity to the caller. The database is continuously updated with the most current information available from our community partners.
- **FOLLOW-UP & ADVOCACY** – For callers who are in elevated situations, such as physical endangerment or severe disability, United Way 2-1-1 will provide follow-up calls and advocacy to ensure their needs have been met. This gives United Way 2-1-1 the chance to provide more refined referrals to these more challenging calls and provides the caller an advocate to get necessary services.

HOW CAN WE HELP YOU?

Basic Human Needs

2-1-1 can guide callers to food, housing, or medical care resources.

Support for Seniors and Persons with Disabilities

2-1-1 can provide referrals for senior housing, hospice care, transportation, or assistive technology.

Support for Children, Youth, and Families

2-1-1 has a number of resources for child care, youth recreation, pediatric care, or abuse prevention referrals.

Physical and Mental Health Resources

2-1-1 can connect callers to counseling, support groups, or medical care for conditions such as depression, anxiety, or schizophrenia.

Employment Supports

2-1-1 can provide callers information and resources for obtaining work, job training, or vocational rehabilitation.

Volunteer Opportunities

2-1-1 can help callers get matched to meaningful volunteer opportunities on their own or as a group.

Disaster Recovery

2-1-1 seeks to ensure that callers will be able to connect to disaster recovery services.

WHY USE 2-1-1?

“United Way’s free statewide 2-1-1 health and human services information phone line is the single most important entry point for both government and nonprofit services.”

– President Wayne Niederhauser, *Utah State Senate*

“In this age of vast information, finding the right resource at the right time has become more challenging than ever due to content overload. This easy-to-remember number saves time and frustration by eliminating the need for callers to navigate a maze of agencies and help-lines.”

– Craig Wagstaff, *Executive Vice President and COO of Questar Gas Company*

“The beauty of 2-1-1 lies in the program’s ability to provide information beyond the original question, connecting the caller to services they may not even know they need or be aware of.”

– Ben McAdams, *Salt Lake County Mayor*

WHERE TO REACH US?

Dial: **2-1-1** Email: **211@uw.org**
See our resources 24/7, visit: **www.211utah.org**
Facebook: **facebook.com/211utah**
Twitter: **twitter.com/211utah**

