Today I will leave with:

- Overview of 2-1-1
- Knowledge of the resources available
- Understanding of how to connect to services
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
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

*Coverage is calculated by U.S. Census data.
Included in the 2-1-1 Database

2,735
Total Providers

9,688
Services
Our Protocol

Government
Nonprofit
Specialized Services
Faith based
Sliding scale
Common Needs

Health Care  Housing & Utilities  Food
Other Needs

- Adolescent/Youth Counseling
- Adult High School Diploma Programs
- Adult Protective Services
- Autism Therapy
- Bankruptcy Assistance
- Childcare Centers
- Childcare Custody/Visitation
- Child Passenger Safety Seats
- Clothing
- Crisis Nurseries
- Detoxification
- Diapers
- Discounted Telephone Services
- Domestic Violence Services
- English as a Second Language
- Eye Care & Screening
- Homemaker Assistance
- Immunizations
- Job Finding Assistance
- Landlord/Tenant Dispute Resolution
- Legal Supports
- Mammograms
- Navigator Programs
- Non-Emergency Medical Transportation
- Public Libraries
- Resume Preparation Assistance
- School Supplies
- Senior Centers
- Social Security Fraud Reporting
- Tax Preparation
- Wheel Chairs
- Work Clothing
Ride United

What is the Ride United Program?

It is a partnership between United Way Worldwide and Lyft for the sole purpose of assisting people who otherwise have NO OTHER source of transportation.

Area of coverage: Salt Lake and Davis Counties.

Medical/Health - Public Benefits - Food
211 is the statewide helpline for substance use resources.

Resources are available for detox, residential and outpatient treatment, assessment and placement, harm reduction, support services, education and prevention, and others.

Staff will follow-up with family members or clients directly to make sure they get connected to the appropriate resources.
Contacting 211

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

@211utah
Search by category

Search by Zip code or County
Create an account to manage your own resource groups.
Basic Contact Information

Click on each tab for information about the service

Email, text or print the resource
211 App

Available on the App Store

Get it on Google play

211 UTAH
Use phones location to search local resources

Search for resources all across Utah

Search by city or zip code
Search by Distance, Abc’s, or All

Example: Click on Parenting
Check out Help Me Grow Utah

Will share resources specific to parenting
Click on underlined services for more details
(Hours, required documents, eligibility, fees, intake procedure, languages)

Basic contact information and description of services
Refer to this resource often? Make it a favorite!
Send resource through an email

Send resource as a text
Access the resources that you marked as your favorites.
You can even print and share your favorite list directly from your phone.
Click on the menu icon to open up additional resources or help
What 211 Wants You To Know

1. You will be connected with an empathetic and compassionate individual that has been highly trained in Information & Referral (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 2-1-1 are here to help.
Thank You.

INFORM. CONNECT. EMPOWER.