

Salt Lake Urban County

43+ years of experience administering HUD dollars

Mission Statement

We aim to strengthen families and neighborhoods by helping fund organizations that provide essential programs and services to individuals and areas of the county that need them most.

CDBG Public Service Project: United Way – 2-1-1 Program – Information & Referral

Brief Description of the Project

Each year, through phone, chat, email, text, web, app, and partnerships with other service providers, 2-1-1 shares information with over 175, 000 individuals in the state of Utah. Approximately 80% of those interactions originate in Salt Lake County. 89,644 of those were calls that came into the 2-1-1 contact center. Of those inquiries, 19,722 (22%) of those included some sort of question or need about housing. This included rent and mortgage payment assistance, homeless shelters, domestic violence shelters, help finding affordable housing, and more.

Leveraged Funds

2-1-1 is appreciative of the funds we receive from Salt Lake County CDBG. We use it to leverage other dollars provided by a state allocation and private funders as well as CDBG funds from other entitlement communities to ensure that inquiries from the public are answered as quickly and efficiently as possible and that we have enough staff to appropriately update the thousands of programs in our database.

Justification of program and measurable outcomes “Access to Opportunity”

This capacity allows 2-1-1 to provide services throughout the state, helping people find applicable referrals for a variety of needs related to housing. Referrals also address needs for food, mental health/substance use disorders, dental, medical, health insurance, transportation, tax assistance, early childhood education, employment, and more.

There are two of HUD’s strategic objectives that these activities specifically tie to.

- 1) *Objective 4D – Strengthen communities’ economic health, resilience and access to opportunity.* 2-1-1 is all about connecting people to what they most need when they most need it. 2-1-1 gives individuals and families the information they need to empower themselves to improve their situation and creates opportunity for communities to become physically, mentally, and financially healthier.
- 2) *Objective 3C - Promote the health and housing stability of vulnerable populations.* Of the 19,722 inquiries about housing, these demographics applied to the callers’ situation; 21% of callers were over the age of 60, 70% of callers’ households made less than \$25,000 a year, 54% of callers had children under the age of 18 living in the home, and 8% were veterans. In addition, 23% were single parents, 37% identified as part of a racial or ethnic minority group, and 15% had not obtained a high school diploma.

The goal of 2-1-1 is to get callers to what they need the first time they call. We measure whether or not that is happening by keeping track of each caller as a client and attaching subsequent calls from that individual to their client record. Our goal is track their need and try and address the situation holistically instead of treating each interaction as its own event. About half of our callers are first time callers or have not used 2-1-1 more than once in the past year. We also conduct follow-ups with a statistically significant portion of callers to see if the information we provided to them helped them to get the services they needed.

CDBG Personal Success Story

A young woman approached 2-1-1 representatives at an event. She shared that two years ago, she had been abandoned by the father of her three children. She didn't have a job, there wasn't any money to pay rent or utility bills that were due, and her family needed food. She asked for help from family and local churches who provided a little assistance, and one contact recommended making a quick phone call to 2-1-1. She told our representative how those three numbers changed her life. When she called, she received information about accessing the resources she needed most. She also expressed how talking to someone who was calm and supportive helped her feel cared about and hopeful, and she felt empowered to take the next steps with the information she had been given. Two years later, she is employed, has reliable transportation, and the ability to provide for her children.

Contact Information:

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