



Requester Information

Legislator Name: Weiler, Todd

Created Date: November 5th 2024

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Section 1: Requester Details

Description:

211 Utah, a public private partnership between the state and United Way since 2012, benefits low-income Utahns and Utahns in crisis by helping them find the help they need – whether nonprofit or government assistance – to stabilize and get on a path to self-sufficiency, and works collaboratively with organizations active in disaster relief. This funding will support the statewide infrastructure, allowing 211 to respond to a growing Utah population and to implement an evidenced-based approach called service navigation that ensures more timely and efficient access to available resources and reduces more costly interventions and crises, including homelessness.

Legislative designee contact information:

Name: Elizabeth Garbe

Organization: United Way of Salt Lake

Position: VP of Public Policy

Section 2: Funding Information

How will the appropriation be used?

Category		One-time	Ongoing
Personnel Services	2025:	\$0.00	\$600,000.00
	2026:	\$0.00	
In-State Travel	2025:	\$0.00	\$10,000.00
	2026:	\$0.00	
Out-of-State Travel	2025:	\$0.00	\$10,000.00
	2026:	\$0.00	



Category	One-time		Ongoing
Supplies and Equipment	2025:	\$0.00	\$30,000.00
	2026:	\$0.00	
Technology Purchases	2025:	\$0.00	\$200,000.00
	2026:	\$0.00	
Infrastructure/Capital Investments	2025:	\$0.00	\$0.00
	2026:	\$0.00	
Other Charges/Pass Thru	2025:	\$0.00	\$500,000.00
	2026:	\$0.00	

Expenditure Total

One-time 2025	One-time 2026	Ongoing 2026
\$0.00	\$0.00	\$1,350,000.00

Funding Sources:

General Fund

Amount Requested:

2025 (One-time)	\$0.00
2026 (One-time)	\$0.00
2026 (Ongoing)	\$1,350,000.00

Revenue Total

One-time 2025	One-time 2026	Ongoing 2026
\$0.00	\$0.00	\$1,350,000.00

Is this a multi-year project?

No



Is this project scalable if the Legislature does not fund the full requested amount?

Yes

A short explanation describing how the project might be scaled?

211 Utah is a critical part of the entire State's social service and health infrastructure. State funding is essential for 211 Utah to evolve from information and referral to primarily providing service navigation, an evidence-based approach that offers more personalized, proactive, and effective support to those in need. This expansion is key to helping individuals and families not just access resources but navigate them successfully to achieve long-term self-sufficiency. Without state funding the transition will be far slower statewide, involving a scaling approach that starts with service navigation in a few communities, or with a few populations, and expanding slowly across the state if/as private and grant funding allows.

Section 3: Agency Information

Subjects:

Health and Wellbeing

Agency:

600 / Workforce Services

Type of entity to receive pass-through funding:

Private Not for Profit

Grant recipient

No

Requested Direct Award Grant Recipient

Section 4: Performance Outcome Measurement



Who would benefit the most from this request (who is the target audience)?

This funding will help ensure Utahns who need help are accessing the services they need to get on a path to self-sufficiency through service navigation. The health and human services sector in Utah is comprised of over 3,000 organizations providing nearly 10,000 services and programs. For Utahns overwhelmed by crisis, navigating this complexity can be near impossible without a compassionate, competent service navigator to find the right services, connect with the program, and stick with people until their needs are met. Expanding the program to service navigation will ensure people access the services they need before it escalates, preventing larger, long-term assistance.

What is this project or program intended to accomplish?

This funding will help ensure Utahns who need help are accessing the services they need to get on a path to self-sufficiency through service navigation. The health and human services sector in Utah is comprised of over 3,000 organizations providing nearly 10,000 services and programs. For Utahns overwhelmed by crisis, navigating this complexity can be near impossible without a compassionate, competent service navigator to find the right services, connect with the program, and stick with people until their needs are met. We expect this model to stabilize individuals and families by increasing positive referral outcomes by over 100%, ensuring needs are met, preventing larger, long-term assistance, reducing redundancy and duplication of efforts within service systems, and providing deeper insights for data-driven decisions.

How will the Legislature know whether the project or program achieved its intended purpose?

211 Utah tracks many measures of success including number of Utahns served, the quality/accuracy of resources in the 211 database, and follow ups. Our target for measuring progress and success will be an annual increase of 15% in the share of 211 clients receiving service navigation.

Section 5: Other Supporting Documents

Intent Language Documents

Previous Funding Documents

Full Time Employees

