

Coordinated Case Management and Service Navigation

Better Outcomes for those Experiencing Homelessness Enhanced ROI for State and Philanthropic Social Service Investments

This request builds on the Legislature's 2025 "Know-by-Name" pilot by developing a coordinated case management approach for homeless individuals and testing it in two communities. Case management for those experiencing homelessness is essential and key to the success of Utah's efforts to address homelessness. However, current caseloads and capabilities among service providers present a significant barrier to meeting the case management needs of individuals experiencing and exiting homelessness. **This funding request will create a differentiated and coordinated system using 211 Utah service navigators to reduce case loads among service providers and address the critical need for continued follow up and support when people successfully exit shelter.**

211 Utah Service Navigators Provide



Proactive Problem-Solving
Service Navigators identify potential barriers and develop creative solutions tailored to each client's unique situation.



Follow-Up Support
Service Navigators check-in with clients to confirm they've successfully accessed the services needed or to adjust plans as necessary.



Personalized Guidance
Clients receive one-on-one support to navigate complex systems.



Collaboration with Providers
Service Navigators build strong partnerships with service providers to streamline access to services.

Proven Impact

Improved outcomes
by facilitating quicker progress towards self-sufficiency and diminishing reliance on long-term public assistance programs.

Increased collaboration
between service providers, health systems and state agencies to ensure better results.

211 Utah's service navigation creates a more efficient, comprehensive, and cost-effective approach to community support.

For more information, contact Elizabeth Garbe at elizabeth@uw.org

211 Utah RFA: \$500,000

More efficient and effective support for homeless individuals through a service navigation partnership that:

- 1 Coordinates and extends case management efforts between service providers and 211 service navigators
- 2 Supports case managers by working with clients to address non-housing related needs like food and transportation.
- 3 Offers extended follow-up to ensure client stability and sustained access to additional resources.
- 4 Integrates and aligns with other state efforts (like the DWS TANF Family Housing grant).
- 5 Provides real-time data to policy makers, service providers, funders and others to address gaps and barriers.

211 Utah data infrastructure provides:



Data on housing related requests, available resources, and providers who have high success meeting client needs.



Access to a constantly updated provider database and creation of curated resource lists.



Information, demographics, and qualitative data from people experiencing homelessness who call 211 Utah.

The 211 Utah Legislative Dashboard helps elected officials understand the impact of 211 Utah services within their districts. This report provides a concise overview of 211 Utah service trends for Utah State House, Senate, and Congressional districts, highlighting constituent needs, referrals, and demographic insights.



“ They might be calling to get housing help, but then they explain a little bit about their situation. They may be unemployed or struggling with utilities or health care, so I am able to increase the scope of options I could offer to them. It’s not only about solving their housing concerns, because everything is connected. ”

–Nico, 211 Utah Service Navigator

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