

How to Contact 211 Utah

- **Phone:** Dial **211** or **888-826-9790**
- **Chat:** [Connect with us](#) on our website
- **Text:** Send your ZIP code to **801-845-2211**

Know Before You Call

- Calls are recorded for quality assurance
- Our service is available Monday – Sunday, 9 a.m. – 5 p.m.
 - The call queue closes at 4:45 p.m.
 - Southern Utah service is available 8 a.m. - 5 p.m.
- Our service is free, confidential, and available in multiple languages
- For faster service or general provider information, visit 211utah.org

What to Expect When You Call

- Select your preferred language:
 - Press **1** for English
 - Press **2** for Spanish
 - If you need another language, let the agent know so we can provide a translator
- Enter your ZIP code followed by **#**
 - Press **1** to confirm your ZIP code
 - Press **2** to re-enter your ZIP code
- You will have the option to provide feedback about your experience after your call:
 - Press **1** to receive a separate call where you can provide feedback
 - Press **2** to continue without leaving feedback
- You will hear the statement, *“This call will be recorded for quality assurance.”*
- Select the issue you are calling about:
 - Press **1** – Housing/Utilities

- Press **2** – Food/Transportation
- Press **3** – Health (including mental health, insurance, etc.)
- Press **4** – Education, Taxes, Income, Employment
- Press **5** – All other needs
- *(If no selection is made within 10 seconds, the system will automatically route to option 5.)*

After Making a Selection

- You will hear, *“Thank you for calling. Please hold for the next available agent.”*
- You may be notified of high call volumes and given an estimated wait time.
- After **3 minutes**, you will have the option to request a callback:
 - Press **1** to request a callback
 - Your phone number will be repeated:
 - Press **1** to confirm
 - Press **2** to enter a different number
 - Press ***** to cancel the callback request

Speaking With a Navigator

Once connected to a Service Navigator, you will be asked if you have called us before:

- If yes, we will look up your existing account.
- If no, we will ask a few demographic questions to help determine your eligibility for programs, such as:
 - First and last name
 - ZIP code and city
 - How you heard about 211 Utah
 - Are you a single parent?
 - Household size
 - Number of children ages 0–8 and 9–18
 - Annual household income

- Anyone over age 60 in the household?
- Any people with documented disabilities in the household?
- Veteran status
- Race/Ethnicity
- Gender

You may be invited to create a 211 account to skip these questions in the future (requires providing date of birth).

Getting Help

- The navigator may ask a few follow-up questions to better understand your situation.
- They will search for appropriate resources and explain them to you.
- You can choose to:
 - Have the resources texted to you
 - Write them down
 - Be transferred to a provider, if applicable
 - Request that we advocate on your behalf with providers
 - Request additional help

Finally, you'll be asked if you would like a follow-up call or text in a few days to check if you were able to connect with the resource or if you still need assistance.

*Chats and text follow a similar process once connected to a navigator.