

# ALASKA 2-1-1

simple  
essential  
informative  
effective  
2016

★ Download  
the 2-1-1  
app!





Every hour of every day, an Alaskan needs essential services. Alaska 2-1-1 connects people to community resources.

## SIMPLE

Just dial 2-1-1 or 800-478-2221

Free, confidential access to call center  
Monday – Friday 8:00 a.m. – 5:00 p.m.  
Online data is available 24/7.

## ESSENTIAL

**197,135** Alaskans called 2-1-1 since 2007  
**261,672** Service referrals made  
**356,351** 2-1-1 online database searches

## INFORMATIVE



**Policy Makers:** provides a real-time barometer of community strengths and areas of need



**Professionals:** provides navigation and community partner alignment around needs within the health and human services sector



**Residents:** maintains a comprehensive and real-time database of community services and service providers

## EFFECTIVE

**97%** of callers found the 2-1-1 service helpful  
**97%** would call 2-1-1 again

# Alaska **2-1-1** by the numbers

## Call Volume

**197,135** Total calls received since August 1, 2007

**29,178** Total calls received in 2016

## Referrals\*

**261,672** Total referrals since August 1, 2007

**43,010** Total referrals in 2016

\*Database contains 972 agencies and 7,692 available services for referral. Database is updated upon request or in its entirety once a year as required by AIRS (Alliance of Information and Referral Systems) standards.

## Online Searches

**356,351** Total searches since August 1, 2007

**69,377** Total searches in 2016

## 2016 Top Caller Needs

Basic Needs: **36% of total calls**

Health Care: **11% of total calls**

Organizational/Community/International Services:  
**10% of total calls**

Employment/Income Boosts: **8% of total calls**

## 2016 Basic Needs Call Volume

Housing/Shelter: **3,181 calls statewide**

Food: **5,049 calls statewide**

Utilities: **1,591 calls statewide**

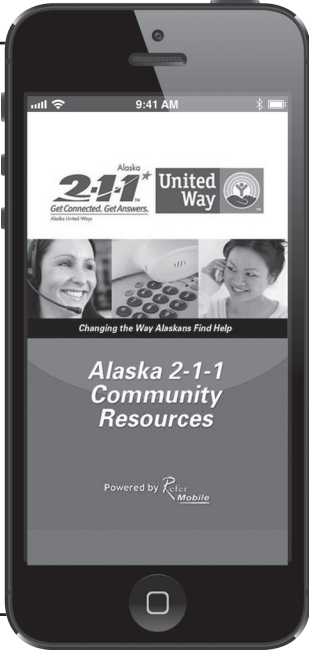
Material Goods/Transportation: **1,282 calls statewide**

## Top Languages Translated in 2016

**Spanish, Tigrinya, Somali, Hmong and Mongolian**

**170+** Total number of languages offered to Alaska 2-1-1 callers

Alaska 2-1-1 is celebrating 9 years of connecting Alaskans to help.



Download the App!

Apple: <http://apple.co/1TszTMI>

or

Android: <http://bit.ly/1YUOYrr>

Alaska 2-1-1 is a private-public partnership, operated by United Way of Anchorage.

**LIVE UNITED**



*Partners Include:*

Alaska Children's Trust  
Alaska Housing Finance Corporation  
Alaska Mental Health Trust Authority  
Municipality of Anchorage  
State of Alaska



★ Contact:  
2-1-1  
1-800-478-2221  
[Alaska211@ak.org](mailto:Alaska211@ak.org)  
[www.alaska211.org](http://www.alaska211.org)



# Snapshot 2016

## Municipality of Anchorage

### Referrals

**34,471** Total referrals for services in 2016

### 2016 Top Referrals for Services

**53%** of referrals were related to **Basic Needs**

**9%** of referrals were related to **Health Care**

**7%** of referrals were related to **Individual & Family Life**

**7%** of referrals were related to **Organizational/  
Community/International Services**

### Top Unmet Needs

Rent Payment Assistance

Rental Deposit Assistance

Utility Deposit Assistance

Utility Service Payment Assistance

### Call Volume

**22,895** calls

### 2016 Highlights

Call volume and referrals to services increased in 2016. First time in the Unmet Needs Category (Top Unmet Needs) related to only two basic service groups. Referrals to Basic Needs increased to 53% from previous year 48%.



# Snapshot 2016

## Matanuska-Susitna Borough

### Referrals

**4,442** Total referrals for services in 2016

### 2016 Top Referrals for Services

**47%** of referrals were related to **Basic Needs**

**11%** of referrals were related to **Individual & Family Life**

**9%** of referrals were related to **Health Care**

**8%** of referrals were related to **Criminal Justice & Legal Services**

**7%** of referrals were related to **Mental Health/ Substance Use Disorder**

### Top Unmet Needs

Transportation – Gas Voucher

Holiday Programs – Seasonal Assistance

Rent/Utility Payment Assistance

### Call Volume

**2,526** calls

### 2016 Highlights

Referrals for Basic Needs stayed high. Referrals related to services for Mental Health and Substance Use Disorder also increased from previous year.



# Snapshot 2016

## Interior

City of Fairbanks; Denali and Fairbanks North Star Boroughs; Southeast Fairbanks and Yukon-Koyukuk Census Areas

### Referrals

**1,835** Total referrals for services in 2016

### 2016 Top Referrals for Services

**42%** of referrals were related to **Basic Needs**

**10%** of referrals were related to **Health Care**

**10%** of referrals were related to **Mental Health/  
Substance Use Disorder**

**9%** of referrals were related to **Individual & Family Life**

### Top Unmet Needs

Rental Deposit Assistance

Rent/Utility Payment Assistance

Transportation – Gas Voucher

### Call Volume

**1,282** calls

### 2016 Highlights

Both call volume and referrals for services increased in 2016. Referrals for Basic Needs increased to 42% from previous year 38%.

# Snapshot 2016

## Southeast Alaska

Haines, Ketchikan Gateway, Juneau, Petersburg, Sitka, Wrangell, and Yakutat Boroughs; Municipality of Skagway; Hoonah-Angoon, Prince of Wales-Hyder, and Valdez-Cordova Census Areas

### Referrals

**982** Total referrals for services in 2016

### 2016 Top Referrals for Services

**30%** of referrals were related to **Basic Needs**

**14%** of referrals were related to **Organizational/Community/International Services**

**13%** of referrals were related to **Health Care**

**12%** of referrals were related to **Employment & Income Boosts**

**12%** of referrals were related to **Criminal Justice & Legal Services**

### Top Unmet Needs

Rent Payment Assistance

Transportation – Airfare

Utility Service Payment Assistance

### Call Volume

**747** calls

### 2016 Highlights

Call volume and referrals to services stayed consistent with 2015.





# Snapshot 2016

## Kenai Peninsula Borough

### Referrals

**763** Total referrals for services in 2016

### 2016 Top Referrals for Services

**31%** of referrals were related to **Basic Needs**

**18%** of referrals were related to **Health Care**

**15%** of referrals were related to **Employment & Income Boosts**

**10%** of referrals were related to **Criminal Justice & Legal Services**

### Top Unmet Needs

Community Shelters

Utility Service Payment Assistance

Transportation – Airfare/Gas Voucher

### Call Volume

**536** calls

### 2016 Highlights

Referrals for Basic Needs increased from 28% to 31%. Both call volume and referrals for services have decreased overall.

# Snapshot 2016

## Southwest Alaska

Aleutians East, Aleutians West, Bristol Bay, Lake and Peninsula, and Kodiak Island Boroughs; Bethel, Dillingham, and Kusilvak Census Areas

### Referrals

**277** Total referrals for services in 2016

### 2016 Top Referrals for Services

**19%** of referrals were related to **Employment & Income Boosts**

**19%** of referrals were related to **Basic Needs**

**15%** of referrals were related to **Individual & Family Life**

**14%** of referrals were related to **Health Care**

### Top Unmet Needs

Food Pantries

Dental Care Expense Assistance

Transportation – Airfare

### Call Volume

**218** calls

### 2016 Highlights

Call volume dropped slightly and referrals for services were down by 7%. 2015 referral count was 414, and 2016 tallied only 277 referrals.

# Snapshot 2016

## Nome, North Slope and Northwest Arctic Boroughs

### Referrals

**63** Total referrals for services in 2016

### 2016 Top Referrals for Services

**29%** of referrals were related to **Basic Needs**

**22%** of referrals were related to **Employment & Income Boosts**

**14%** of referrals were related to **Individual & Family Life**

**11%** of referrals were related to **Organizational/Community/International Services**

### Top Unmet Needs

Transportation – Airfare

### Call Volume

**56** calls

### 2016 Highlights

Call volume and referrals to services dropped by almost 50% in 2016. Referrals to Basic Needs stayed high with a slight increase from previous year.

**Basic Needs** - Programs that provide resources including food, housing, material goods, transportation and utilities for the community at large.

**Health Care** - Programs whose primary purpose is to help individuals and families achieve and maintain physical well-being through the study, prevention, screening, evaluation and treatment of people who have illnesses, injuries or disabilities.

**Employment and Income Boosts** - Programs that help to meet the economic needs of the community by helping residents prepare for, find and sustain gainful employment; providing public assistance and support for those who are eligible; ensuring that retirees, older adults, people with disabilities and other eligible individuals receive the social insurance benefits to which they are entitled; and offering temporary financial assistance for people who are experiencing an unexpected financial crisis in situations where support related to their specific circumstances is unavailable.

**Mental Health** - Programs that provide preventive, diagnostic and treatment services in a variety of community and hospital-based settings to help people achieve, maintain and enhance a state of emotional well-being, personal empowerment and the skills to cope with everyday demands.

**Consumer Services** - Programs that provide for the education and protection of individuals who buy products and services for personal use. Included are programs that establish and enforce consumer protection, fair trade and other regulatory legislation; provide information and/or counseling to help consumers manage their finances, make informed credit and purchasing decisions, and understand their tax obligations and pay their taxes; and/or ensure that consumers have access to fair hearings, mediation or binding arbitration and appropriate remedies when they have complaints.



**Get Connected. Get Answers.**

Alaska United Ways