

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 1-800-478-2221
 Free, confidential access to our call center
 Monday – Friday 8:30 a.m. – 5:00 p.m.
 Online data is available 24/7

ESSENTIAL

Where do I go...Who can help me...How do I find...
 220,907 Alaskans called 2-1-1 since 2007
 298,136 Service referrals made
 417,035 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

97.7% of callers found the 2-1-1 service helpful
 97.7% would call 2-1-1 again
 70.6% report receiving assistance because of the 2-1-1 referral

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



DOWNLOAD THE APP!

Apple: <http://apple.co/1TszTMi>
 Android: <http://bit.ly/1YUOYrr>

Celebrating
10 YEARS
 of Connecting
Alaskans
 to Help

2017



CONTACT:
 2-1-1
 1-800-478-2221
 Alaska211@ak.org
 www.alaska211.org

Simple. Essential.
 Informative. Effective.

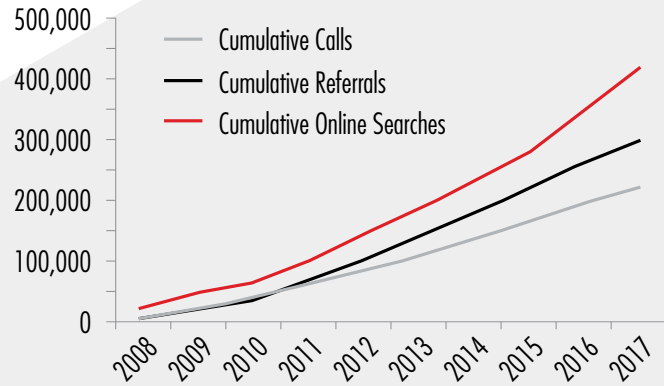
A 10-Year SNAPSHOT

Since 2007...

220,907
ALASKANS CALLED 2-1-1

298,136
SERVICE REFERRALS MADE

417,035
ONLINE DATABASE SEARCHES



What's Next FOR ALASKA 2-1-1?

In 2018, expect to see:

- More user friendly on-line search features
- A refreshed web page
- Stronger partnerships with client navigators for more tailored client assistance
- Expanded resources database
- Text, chat, and extended hours

2017 Regional SNAPSHOT



1 NOME, NORTH SLOPE, & NORTHWEST ARCTIC BOROUGHS

76 Calls
Top Categories for Referrals
Legal, Consumer, & Public Safety
Health Care
Income Support/Assistance

82 Referrals
Top Categories for Unmet Needs
Housing
Income Support/Assistance
Transportation

2 FAIRBANKS

1,076 Calls
Top Categories for Referrals
Food/Meals
Housing
Health Care

1,491 Referrals
Top Categories for Unmet Needs
Housing
Utility Assistance
Transportation

3 MATANUSKA-SUSITNA BOROUGH

1,992 Calls
Top Categories for Referrals
Housing
Food/Meals
Health Care

3,120 Referrals
Top Categories for Unmet Needs
Housing
Transportation
Utility Assistance

4 ANCHORAGE

21,469 Calls
Top Categories for Referrals
Food/Meals
Housing
Health Care

30,088 Referrals
Top Categories for Unmet Needs
Housing
Utility Assistance
Transportation

5 KENAI PENINSULA BOROUGH

428 Calls
Top Categories for Referrals
Health Care
Legal, Consumer, & Public Safety
Housing

578 Referrals
Top Categories for Unmet Needs
Clothing/Personal/Household Needs
Housing
Individual, Family & Community Support
Transportation

6 SOUTHEAST

503 Calls
Top Categories for Referrals
Health Care
Housings
Food/Meals

659 Referrals
Top Categories for Unmet Needs
Clothing/Personal/Household Needs
Housing/Income Support/Assistance
Transportation

7 SOUTHWEST

222 Calls
Top Categories for Referrals
Legal, Consumer, & Public Safety
Health Care
Individual, Family & Community Support
Food/Meals

240 Referrals
Top Categories for Unmet Needs
Mental Health Addictions
Transportation

Alaska 2-1-1 BY THE NUMBERS

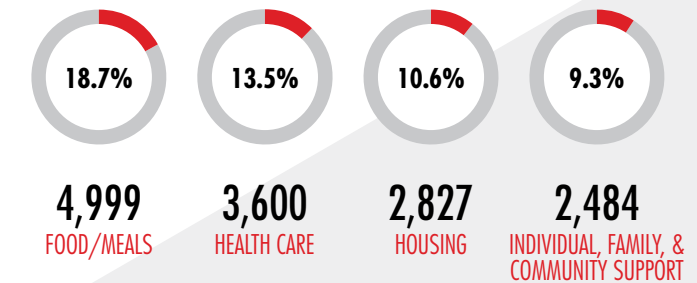
In 2017...

26,699
TOTAL CALLS RECEIVED

36,452*
TOTAL REFERRALS

69,444
TOTAL SEARCHES

TOP CALLER NEEDS



안녕 Hi TOP LANGUAGES TRANSLATED IN 2017

Spanish, Korean, Arabic, Mandarin, Amharic, Russian, and Tigrinya

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

**Database contains 994 active agencies and 7,924 available services for referral. Database is updated upon request or in its entirety once a year as required by AIRS (Alliance for Information and Referral Systems) standards.*