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.
Alaska 2-1-1

BY THE NUMBERS

A 10-Year SNAPSHOT

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

Since 2007...

- 220,907 ALASKANS CALLED 2-1-1
- 417,035 ONLINE DATABASE SEARCHES
- 298,136 SERVICE REFERRALS MADE

Cumulative Calls
Cumulative Referrals
Cumulative Online Searches

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

26,699 TOTAL CALLS RECEIVED

36,452* TOTAL REFERRALS

4,999 FOOD/MEALS
3,600 HEALTH CARE
2,827 HOUSING
2,484 INDIVIDUAL, FAMILY, & COMMUNITY SUPPORT

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.