



**“We can help you with that.”**

# **ALASKA 211 2024 ANNUAL REPORT**

## LETTER TO OUR COMMUNITY

### **If there's one universal truth, it's that life can get messy.**

It's within this space that you'll find Alaska 211, delivering help and hope to Alaskans when they need it most.

If you know 211 as a call center for people struggling to meet their most basic needs, that's good. However, that is just a snapshot of 211. Our 2024 annual report shows you the bigger picture.

211 provides a wealth of resources beyond the basics. 211 curates a database of resources and services that exist across Alaska to support a wide variety of needs from education programs, work-readiness skills and free tax preparations to legal, veteran, mental health and addiction services.

211 serves and supports other organization's efforts to meet community needs as well. We have highlighted some of these undertakings and how we are driving the integration of resources to create efficiencies that ultimately improve lives.

At United Way of Anchorage, we believe all Alaskans should have the opportunity to live their best life. 211 is dedicated to efficiently and effectively helping Alaskans do just that.

**Warmly,**

**Sue A. Brogan, CVA**  
**Chief Operating Officer**  
**United Way of Anchorage & Alaska 211**

## Helping Alaskans lead secure, healthy and thriving lives

We can all better serve Alaskans when we work together. Our network of dedicated nonprofit partners and other agencies, who do extraordinary work each and every day to help Alaskans, is the heart of the 211 system. By listing their resources and services with 211, we are able to accurately connect Alaskans to the help they need quickly and efficiently.

Operating this vital system that lifts Alaskans every day takes a united effort. The financial support of a myriad of partners—public, private, and community members like you—is what powers 211. Alaskans can count on us to continue to collaborate, innovate, integrate, and expand resources to improve lives.

## 5 THINGS TO REMEMBER

### Easily accessible

211 is an easy three-digit number to remember. 97% of the state's population can connect with us by calling 2-1-1. A toll-free number can also be used (800) 478-2221.

### Cost effective

211 is an easy, fast one-stop connector for Alaskans seeking help. 211's easily leveraged capacity and infrastructure reduce the overall cost of social service delivery.

### Kind, comprehensive information

211 offers a human touch, which matters when people need help. Our community resource specialists listen without judgement, and then utilize our comprehensive statewide health and human services database to find connections to resources tailored to the callers' needs.

### Disaster response

211 plays a crucial role during natural or human-made disasters and emergencies, offering real-time, accurate information for everything from road closures to recovery resources.

### Community impact

When Alaskans face challenges, quickly connecting with essential services can be the difference between struggling and thriving. Help and hope starts with Alaska 211.

# STATEWIDE OVERVIEW

**26,860**  
INQUIRIES RECEIVED

**47,206**  
CONNECTIONS GIVEN

  
**18,475**  
CALLS  
ANSWERED

  
**8,279**  
WEBSITE  
SEARCHES

  
**106**  
EMAIL  
INQUIRIES

 **MORE REQUESTS IN  
2024 THAN 2023**



**ONLINE RESOURCE DATABASE**  
1,086 active agencies  
8,345 services for referrals



 **71% UTILITY ASSISTANCE**



**COMMUNITY OUTREACH**  
127 events  
across Alaska



 **55% FOOD/MEALS**



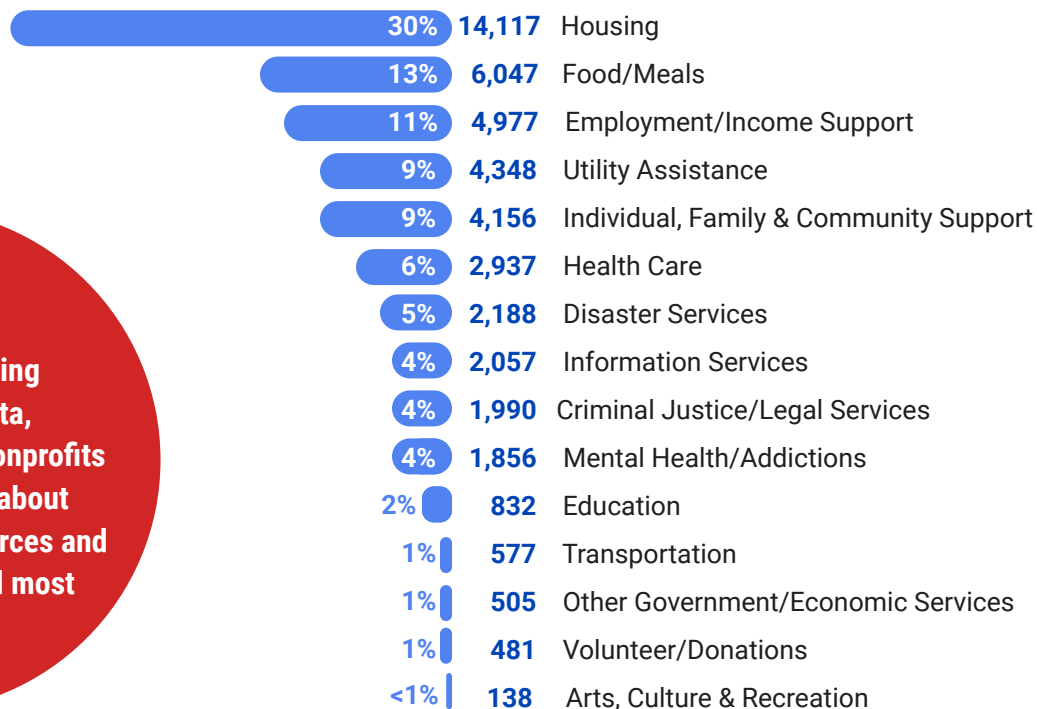
**AVERAGE CALL LENGTH**  
7 minutes and  
36 seconds



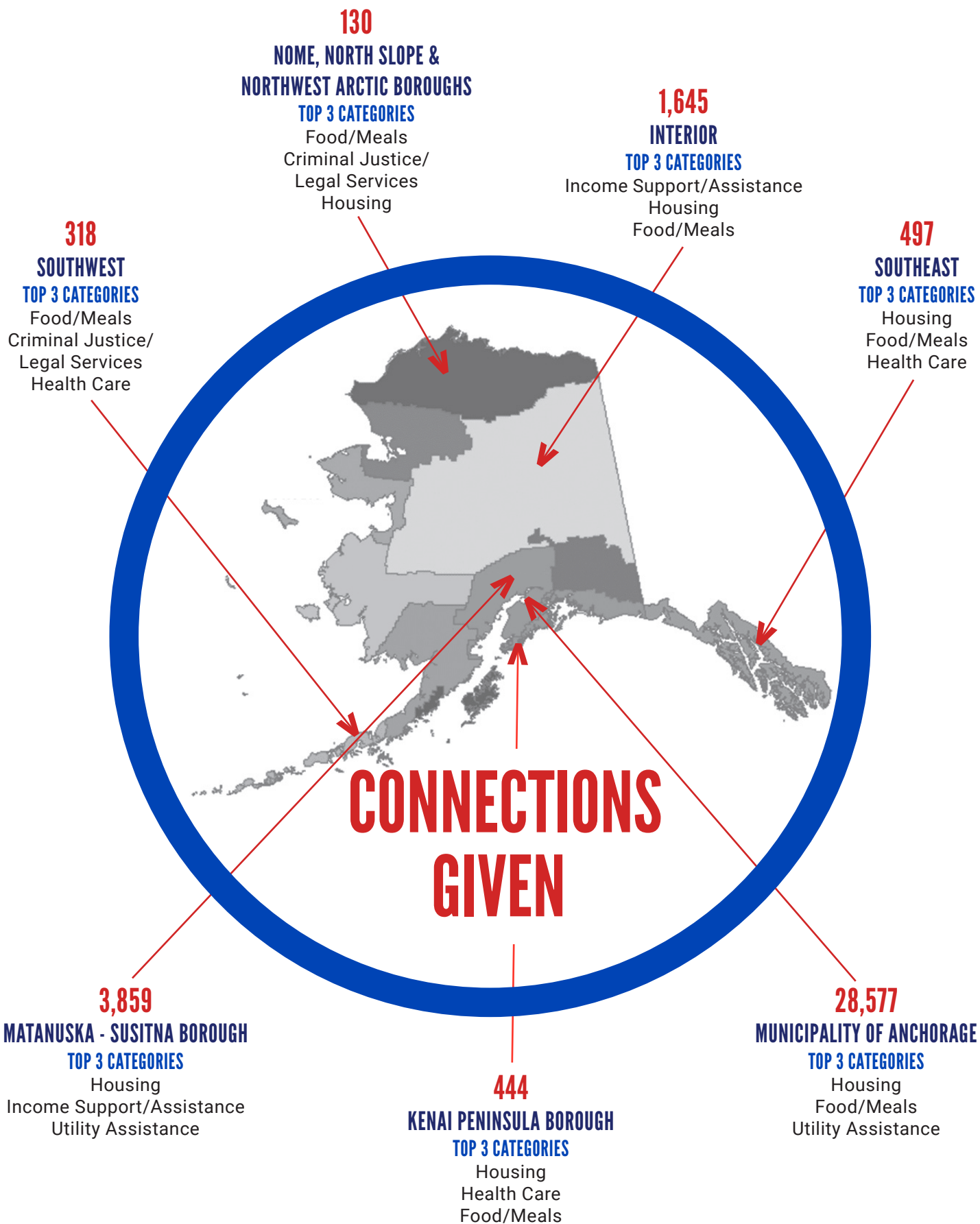
 **19% MENTAL HEALTH/ADDICTIONS**

**Coming  
in 2025**

**New online  
dashboard featuring  
real-time call data,  
helping leaders and nonprofits  
shape discussions about  
when and where resources and  
services are needed most**



# CONNECTIONS GIVEN TO CALLERS BY REGION





## EXPANDING ACCESS

for those experiencing a mental health crisis

**Key Partner: Careline Crisis Services, Inc.**

Two statewide systems, Alaska 211 and Careline, form a robust foundation for addressing critical and diverse community needs. Because we share a commitment to improving lives, we have partnered together since 2007, including providing “warm transfers.”

**COLLABORATION RESULTED IN MORE ACCESS TO RESOURCES FOR ALASKANS IMPACTED BY MENTAL HEALTH ISSUES.**

## EASING THE BURDEN

for finding emergency cold weather shelter

**Key Partner: Christian Health Associates**

Imagine sleeping in your car in the winter in Alaska. Now imagine you're eight years old. Families experiencing homelessness have jumped through hoops to find safe places to stay overnight. Although Anchorage's Emergency Cold Weather Shelter system has existed since 2008 and 211 has connected families to the program, the burden of obtaining a shelter night has fallen to the family.

With enhanced technology, we successfully enabled the 211 database to function within Careline's software platform. This integration provides Careline with access to 211's comprehensive statewide resources and services for referrals, helping maximize operational efficiencies to improve lives.

**211 STREAMLINED A PROCESS TO EASE THE BURDEN ON A VULNERABLE FAMILY TO SECURE EMERGENCY SHELTER.**

Using new, innovative “closed loop referral” software, our community resource specialists now gather details about the family, such as the number and ages of children, access to transportation, and other important factors. Then, they send those details directly to the service provider. In turn, the provider reaches out directly to the family, guiding them to safe, warm shelter that fits their unique needs.

**211 underwent an intensive database audit and review**

**Simplified complex records, making them more accessible and manageable, resulting in faster, more accurate referrals**

## REMOVING BARRIERS

to improve assistance for non-English speakers

**Key Partner: Language Interpretation Services**

211's partnership with language interpretation services ensures help is available for those who might otherwise not have access due to language barriers. 211 community resource specialists can access 170+ languages, including 21 Alaska Native languages.

**211 CALLERS IN 2024 NEEDED INTERPRETATION SERVICES IN 16 DIFFERENT LANGUAGES.**

The languages that were interpreted in 2024 include Arabic, Hmong, Kinyarwanda, Korean, Mandarin, Nepali, Portuguese, Pashto, Russian, Somali, Spanish, Swahili, Tagalog, Thai, Ukrainian, and Vietnamese.

## INCREASING RESOURCES

for family caregivers

**Key Partner: AARP Foundation**

Staying abreast of evolving community challenges is how 211 identifies opportunities to leverage existing resources and increase access to supports for Alaskans in need.

**IN 2024, 15% OF PEOPLE WHO CALLED 211 WERE SEEKING HELP ON BEHALF OF SOMEONE ELSE.**

Learning there were gaps in access and supports for caregivers across the state, we partnered with AARP's Caregiver Program. As a result of our partnership, 211 updated and expanded its database with more identified caregiver resources and services.

## STRENGTHENING OUTREACH

for students experiencing homelessness

**Key Partner: Alaska Department of Education and Early Development**

It's one thing to read about how the pandemic increased the disruption, trauma, deprivation, and isolation that students experiencing homelessness in Alaska endure. Answering 211 calls from parents seeking help, brings it home every day.

**HOMELESS STUDENT LIAISONS IN SCHOOL DISTRICTS WERE CONNECTED TO 545 STUDENTS AND FAMILIES.**

211 continued its partnership with the State of Alaska's Department of Education and Early Development and the 54 school districts across the state to help identify and expand outreach to more of Alaska's students who are experiencing homelessness.

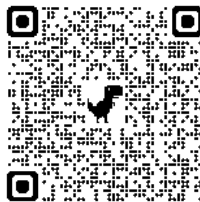


**SPECIAL RECOGNITION: U.S. SENATOR LISA MURKOWSKI**  
for supporting Alaska 211's innovation and  
modernization efforts to better serve Alaskans

**THANK YOU TO OUR MANY FUNDERS**  
and the hundreds of donors who helped  
make 45,093 connections possible in 2024



**SCAN ME**  
to support  
Alaska 211



**UNITED WAY OF ANCHORAGE & ALASKA 211**  
PO Box 200108 • Anchorage, AK 99520  
[Alaska211.org](http://Alaska211.org)  
[LiveUnitedANC.org](http://LiveUnitedANC.org)