

# ALASKA 2-1-1

simple  
essential  
informative  
effective  
2015

★ 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

**167,957** Alaskans called 2-1-1 since 2007  
**218,660** Service referrals made  
**287,561** 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

**98.5%** of callers found the 2-1-1 service helpful  
**98.1%** would call 2-1-1 again

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

## Call Volume

**167,957** Total calls received since August 1, 2007

**28,570** Total calls received in 2015

## Referrals\*

**218,660** Total referrals since August 1, 2007

**39,909** Total referrals in 2015

\*Database contains 970 agencies and 2,965 services for referral. Database is updated in its entirety once a year.

## Online Searches

**287,561** Total searches since August 1, 2007

**51,307** Total searches in 2015

## 2015 Top Caller Needs

Basic Needs: **34% of total calls**

Health/Mental Health: **18% of total calls**

Employment and Income Boosts: **10% of total calls**

## 2015 Basic Needs Call Volume

Housing/Shelter: **3,281 calls statewide**

Food: **4,175 calls statewide**

Utilities: **1,436 calls statewide**

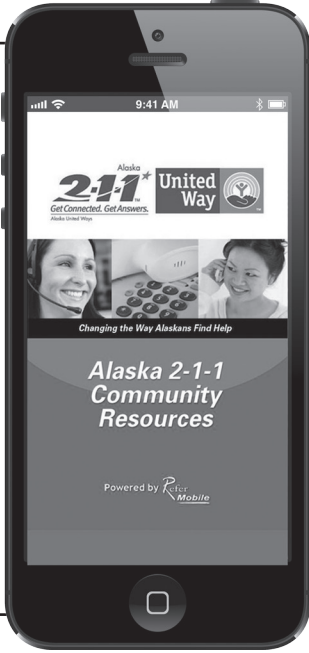
Material Goods/Transportation: **1,360 calls statewide**

## Top Languages Translated in 2015

**Spanish, Korean and Tagalog**

**170+** Total number of languages offered to Alaska 2-1-1 callers (including Yupik, Russian, and Hmong)

Alaska 2-1-1 is celebrating 8 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 2015

## Anchorage

### Referrals

**31,761** Total referrals for services in 2015

### 2015 Top Referrals for Services

**48%** of referrals were related to **Basic Needs**

**12%** of referrals were related to **Health Care**

**8%** of referrals were related to **Employment & Income Boosts**

**5%** of referrals were related to **Mental Health/ Substance Abuse**

### Top 3 Unmet Needs

Rent/Utility Payment Assistance

Transportation – Bus Fare

Rent/Utility Deposit Assistance

### Call Volume

**22,184** calls

### 2015 Highlights

Referrals for basic needs stayed high. Most notable was a 33% increase in referrals for Health Care services.

# Snapshot 2015

## Matanuska-Susitna Borough

### Referrals

**4,148** Total referrals for services in 2015

### 2015 Top Referrals for Services

**48%** of referrals were related to **Basic Needs**

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

**8%** of referrals were related to **Employment & Income Boosts**

**6%** of referrals were related to **Mental Health/ Substance Abuse**

### Top 3 Unmet Needs

Transportation – Gas Voucher

Bill Pay Assistance

Rent/Utility Payment Assistance

### Call Volume

**2,513** calls

### 2015 Highlights

Referrals for basic needs stayed high. Most notable was a 18% increase in referrals for Health Care services.

# Snapshot 2015

## Fairbanks

Denali, Fairbanks North Star,  
Southeast Fairbanks and Yukon-Koyukuk Boroughs

### Referrals

**1,672** Total referrals for services in 2015

### 2015 Top Referrals for Services

**38%** of referrals were related to **Basic Needs**

**11%** of referrals were related to **Health Care**

**13%** of referrals were related to **Employment & Income Boosts**

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

### Top 3 Unmet Needs

Rent/Utility Payment Assistance

Medical/Dental (Subsidized)

Transportation – Gas Voucher

### Call Volume

**1,155** calls

### 2015 Highlights

Overall call volume and referrals were slightly down from 2014, with the exception of a slight increase in referrals for Employment & Income Boosts.

# Snapshot 2015

## Southeast Alaska

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

### Referrals

**995** Total referrals for services in 2015

### 2015 Top Referrals for Services

**25%** of referrals were related to **Basic Needs**

**24%** of referrals were related to **Health Care**

**13%** of referrals were related to **Employment & Income Boosts**

**5%** of referrals were related to **Mental Health/ Substance Abuse**

### Top 3 Unmet Needs

Transportation – Airfare  
Rent/Utility Payment Assistance  
Rent/Utility Deposit Assistance

### Call Volume

**742** calls

### 2015 Highlights

Referrals for basic needs stayed high. Most notable was a 67% increase in referrals for Mental Health/Substance Abuse assistance.



# Snapshot 2015

## Kenai Peninsula Borough

### Referrals

**867** Total referrals for services in 2015

### 2015 Top Referrals for Services

**28%** of referrals were related to **Basic Needs**

**22%** of referrals were related to **Health Care**

**14%** of referrals were related to **Employment & Income Boosts**

**4%** of referrals were related to **Mental Health/ Substance Abuse**

### Top 3 Unmet Needs

Rent/Utility Payment Assistance

Emergency Shelter

Bill Pay Assistance

### Call Volume

**627** calls

### 2015 Highlights

Referrals for basic needs stayed high. Most notable was a 16% increase in referrals for Health Care services.

# Snapshot 2015

## Southwest Alaska

Aleutians, Bethel, Bristol Bay, Dillingham, Kodiak, Lake & Peninsula  
and Wade Hampton Boroughs

### Referrals

**414** Total referrals for services in 2015

### 2015 Top Referrals for Services

**17%** of referrals were related to **Basic Needs**

**17%** of referrals were related to **Health Care**

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

**2%** of referrals were related to **Mental Health/ Substance Abuse**

### Top 3 Unmet Needs

Rent/Utility Payment Assistance

Bill Pay Assistance

Transportation – Airfare

### Call Volume

**231** calls

### 2015 Highlights

Referrals for basic needs stayed high. Most notable was a 36% increase in referrals for all categories of services in 2015.

# Snapshot 2015

## Nome, North Slope and Northwest Arctic Boroughs

### Referrals

**136** Total referrals for services in 2015

### 2015 Top Referrals for Services

**28%** of referrals were related to **Basic Needs**

**24%** of referrals were related to **Health Care**

**16%** of referrals were related to **Employment & Income Boosts**

**8%** of referrals were related to **Mental Health/ Substance Abuse**

### Top 3 Unmet Needs

Rent/Utility Assistance

Transportation – Airfare

Family Emergency Shelter

### Call Volume

**118** calls

### 2015 Highlights

Referrals for basic needs stayed high. Most notable was a 44% increase in referrals for all categories of services in 2015.

**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