

Alaska 2-1-1 2022 Annual Report

Alaska 2-1-1
**We're here when
Alaskans need us**

**How can we
help you?**



United Way of Anchorage

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

Alaskans Count On 2-1-1

Where do I go...

Who can help me...

How do I find...

Alaska 2-1-1 fielded thousands of calls that began just like that last year.

Our highly trained and caring 2-1-1 specialists listened, identified underlying problems, and provided connections to available life-changing resources and services—food, health care, employment services, stable housing, disaster assistance, childcare, mental health counseling, legal services, and more.

Alaska 2-1-1 also continued to be leveraged by a growing group of diverse partners who use 2-1-1's capacity and infrastructure to better serve Alaskans. Some of our new work involves:



- **Expanding outreach to homeless students** with the State of Alaska Department of Education and Early Development, and Alaska's 54 school districts.



- **Resource sharing with 988/Careline** to support Alaskans with a mental health crisis.

Thanks to the efforts of Senator Lisa Murkowski and a \$1M federal appropriation Alaska 2-1-1 received in FY22, you can look forward to an expanded and improved 2-1-1 system in 2023.

As always, Alaska 2-1-1 is here for you, your family, your community, and our state.

Alaska 2-1-1 by the Numbers

Since 2007

405,275
Alaskans called 2-1-1

512,478
Connections to help given

608,339
Online database searches

In 2022

28,906
Alaskans called 2-1-1

34,450
Connections to help given

6,957
Online database searches

Top 4 caller requests:



Housing and Shelter



Health Care



Income Support/Assistance



Food

Why 2-1-1 works

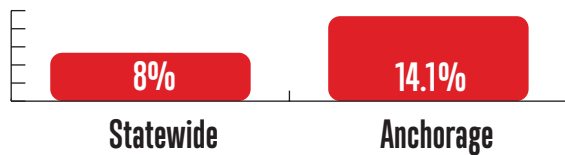
- ✓ Serves as a single front door for connections to local community, health, and social services in Alaska.
- ✓ Staffed by trained, caring humans with interpretation services available in 170+ languages.
- ✓ Call center can be reached during regular business hours. Online search available 24/7.
- ✓ Utilizes a comprehensive database of resources.
- ✓ Plays a vital role in local and state disaster response and recovery efforts as an information hub.

Top Needs of Alaskans



Housing

Average Percent Rent Increase in '22



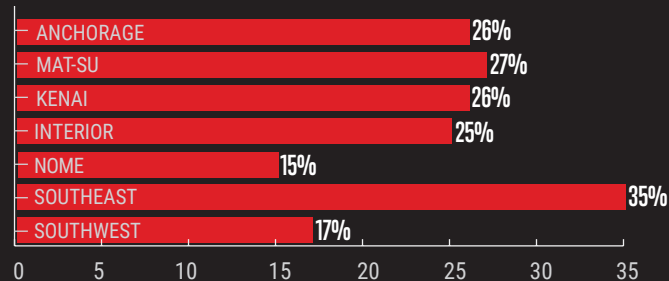
Rising rents, fewer vacancies, and the end of COVID-linked supports kept call volume high for help to stay housed. While not at COVID levels, calls were up more than 50% over pre-pandemic. Once stable housing is lost, it becomes harder and more expensive to re-house someone.



26% of Total Statewide Referrals

Percentage of Housing Related Referrals

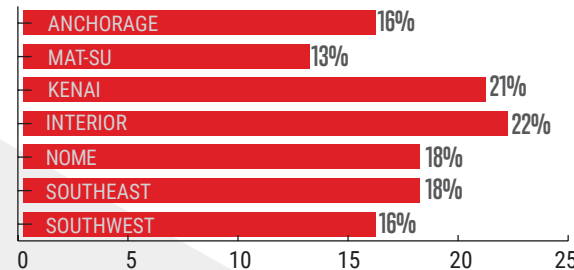
BY REGION



Health Care

Percentage of Health Care Referrals

BY REGION



16% of Total Statewide Referrals

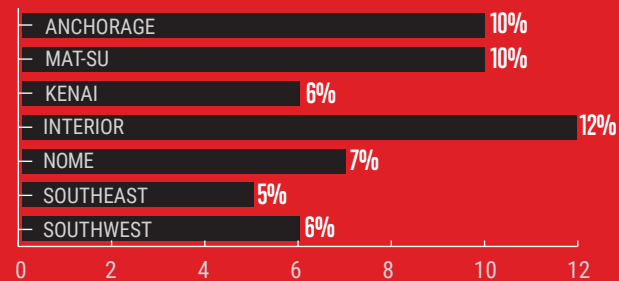
Income Supports



10% of Total Statewide Referrals

Percentage of Income Supports Referrals

BY REGION



Food



Nearly 100,000 Alaskans (Roughly 1 in 7) struggle with hunger

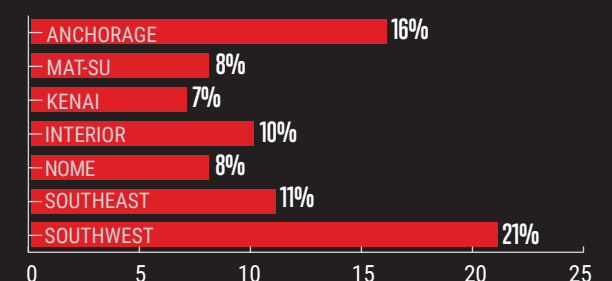
Alaskans saw the cost of food climb by 10.2% in 2022. Many families already struggling to put nutritious meals on the table faced bare cupboards. Inflation strikes hardest at low-income and minority Alaskans.



14% of Total Statewide Referrals

Percentage of Food Assistance Referrals


BY REGION



2022

Regional Data Snapshots



Alaska
2-1-1 
Get Connected. Get Answers.
Alaska United Ways



United Way of Anchorage

At the crossroads of supply and demand for vital community, health and social services is where you'll find Alaska 2-1-1.

Here are four ways valuable 2-1-1 data can be used by local, regional, state, and tribal governments, community, and nonprofit service providers:

- **2-1-1** real-time data can show how Alaskans are faring now, providing critical information in times of man-made or natural disasters.
- **2-1-1** trends data can show how the needs of Alaskans may have changed over time.
- **2-1-1** data can inform critical discussions and proactive community planning, including identifying what services are needed most and how urgently, assisting with asset mapping, and helping to address unmet needs and service gaps.
- **2-1-1** data can be customized to help with agency referrals, grant applications, and more.



Municipality of Anchorage

Referrals

26,238 total referrals given to **resources/services**

Top Referrals for Services

- 26%** of referrals given were related to **housing**
- 16%** of referrals given were related to **health care**
- 16%** of referrals given were related to **food assistance**
- 10%** of referrals given were related to **income supports**

Calls

22,827 total number of calls for help **answered**

Notable

The average percentage increase

in rental rates in Anchorage—14.2—was the largest in nearly two decades.

DURING A TOUGH TIME,
TALKING TO A LIVE AND
CARING PERSON CAN MAKE
A BIG DIFFERENCE.



Matanuska-Susitna Borough

Interior

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

Referrals

4,107 total referrals given to **resources/services**

Top Referrals for Services

27% of referrals given were related to **housing**

19% of referrals given were related to **utility assistance**

13% of referrals given were related to **health care**

10% of referrals given were related to **income supports**

Calls

2,514 total number of calls for help **answered**

Notable

Mat-Su, **one of only four** of Alaska's 30 boroughs to see a population increase, grew the most.

Referrals

1,618 total referrals given to **resources/services**

Top Referrals for Services

25% of referrals given were related to **housing**

22% of referrals given were related to **health care**

12% of referrals given were related to **income supports**

10% of referrals given were related to **food assistance**

Calls

1,317 total number of calls for help **answered**

Notable

The average cost of a home was lowest in Fairbanks at **\$337,000**.

MORE THAN 1,000 SERVICE PROVIDERS AND 8,000 INDIVIDUAL RESOURCES IN OUR STATEWIDE DATABASE. FREE AND CONFIDENTIAL HELP STARTS WITH A CALL TO 2-1-1 OR A VISIT TO ALASKA211.ORG



2-1-1

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

1,001 total referrals given to **resources/services**

Top Referrals for Services

35% of referrals given were related to **housing**

18% of referrals given were related to **health care**

11% of referrals given were related to **food assistance**

8% of referrals given were related to **utility assistance**

Calls

718 total number of calls for help **answered**

Notable

Average rent for a two-bedroom apartment in Sitka was the highest in the state at **\$1,349**.

Kenai Peninsula Borough

Referrals

746 total referrals given to **resources/services**

Top Referrals for Services

26% of referrals given were related to **housing**

21% of referrals given were related to **health care**

19% of referrals given were related to **utility assistance**

7% of referrals given were related to **food assistance**

Calls

500 total number of calls for help **answered**

Notable

Requests for connections to mental health/addiction services **tripled** over last year.

2-1-1 WORKS ACROSS SYSTEMS
TO CREATE EFFICIENCIES
FOR BETTER
PROGRAM DELIVERY.

2-1-1

2-1-1 MEETS REAL NEEDS
IN REAL TIME, MAKING CONNECTIONS
TO LIFE-CHANGING SUPPORT
AND RESOURCES.

2-1-1

Southwest Alaska

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

Referrals

307 total referrals given to **resources/services**

Top Referrals for Services

- 21%** of referrals given were related to **food assistance**
- 17%** of referrals given were related to **housing**
- 16%** of referrals given were related to **health care**
- 10%** of referrals given were related to **individual, family, and community support**

Calls

244 total number of calls for help **answered**

Notable

The Southwest Region experienced the highest unemployment rate in the state at **8.1%**.

Nome, North Slope and Northwest Arctic Boroughs

Referrals

95 total referrals given to **resources/services**

Top Referrals for Services

- 18%** of referrals given were related to **health care**
- 15%** of referrals given were related to **housing**
- 12%** of referrals given were related to **disaster services**
- 9%** of referrals given were related to **other government/economic services**

Calls

89 total number of calls for help **answered**

Notable

Storm driven power outages and flooding caused devastating losses of subsistence foods in western Alaska.

DURING A TOUGH TIME, NO OTHER STATEWIDE SYSTEM HAS ITS "FINGER ON THE PULSE" OF ALASKA'S GREATEST NEEDS LIKE 2-1-1.

2-1-1

COMPANIES AND INDIVIDUALS CAN BE PART OF SOLVING COMMUNITY CHALLENGES AND HELPING FELLOW ALASKANS BY SUPPORTING 2-1-1.

2-1-1

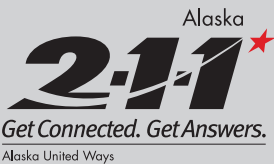
Thank You for Supporting Alaska 2-1-1

Special thanks to our funders:



And to the hundreds of donors who support
Alaska211.org

If you would like to donate to support this vital
service for ALL Alaskans, visit **Alaska211.org**



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United Way of Anchorage