

FOR IMMEDIATE RELEASE

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Alaska 2-1-1: Alaska's Resource Hub for Help Reaches Milestone

Anchorage sees record number of referrals for basic needs in 2016

Anchorage, AK – The number of Anchorage residents calling Alaska 2-1-1 seeking assistance increased in 2016 according to newly released call data by Alaska 2-1-1. Referrals related to basic needs support – food, housing and shelter, rent and utility assistance – comprised 53% of the 34,371 referrals made in Anchorage, up from 48% the previous year, making it the top need.

Other top Anchorage referrals in 2016:

- Health Care made up 9%
- Individual and Family Life at 7%
- Organizational/Community/International Services at 7%.

The top four unmet needs in Anchorage were rent payment assistance, rent deposit assistance, utility deposit assistance and utility service payment assistance.

Alaska 2-1-1 hit a major milestone when Alaska caller number 200,000 phoned the 2-1-1 help line seeking assistance. The 200,000th call came on February 2, 2017 from an Anchorage resident seeking healthcare information.

“Alaskans know they have a place to turn for help and this milestone reflects that,” said Sue Brogan, Vice President, Income/Health, United Way of Anchorage. “We’re here for everyone. No matter where you live in the state you can count on 2-1-1 to help with life’s challenges and opportunities.”

Alaska 2-1-1 helps with more than basic needs. In addition to basic needs and healthcare information, Alaskans can find the resources and referrals needed to live better lives:

- Finding an after school program for a child
- Help with care for an aging parent
- A support group for a loved one
- Job training
- Free tax preparation services
- Literacy classes
- ...and much more

Statewide in 2016, Alaska 2-1-1 made 43,010 referrals, 3,101 more than last year. Trained specialists answered 29,178 calls, assessing needs and connecting callers to the right resources. Online searches of the 2-1-1 database grew by 35%.

“As a statewide resource hub, Alaska 2-1-1 is in a unique position to provide snapshots of the type of information callers are looking for and what services are and aren’t available,” said Brogan. “This in-depth real time data can be used to inform planning, use resources more effectively and efficiently and drive action locally, regionally and at a statewide level.”

Help starts with Alaska 2-1-1.

- 24/7 online access to 2-1-1 website at www.Alaska211.org
- Call 2-1-1 or 800-478-2221 Monday through Friday from 8 am – 5 pm to speak directly with a trained specialist
- Download the Alaska 2-1-1 APP

February 11, 2017 is National 2-1-1 Day and the perfect day to get to know this useful tool and recognize the impact of this vital service. The 2016 Alaska 2-1-1 Annual Report featuring regional snapshots is attached and can be viewed at www.Alaska211.org.

About Alaska 2-1-1

Alaska 2-1-1 is an integrated communication system that connects Alaskans in need to help. Trained information and referral specialists have access to the most comprehensive database of community-based organizations, government agencies and nonprofits throughout the state of Alaska. Information can be provided in almost any language. Calls are confidential and free of charge. Operated by United Way of Anchorage Monday-Friday, 8am to 5pm, dial 2-1-1 or 800-478-2221, find us online at www.Alaska211.org.

Download the App! Apple <http://apple.co/1TszTMI> Android <http://bit.ly/1TYOYrr>

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