



United Way of Anchorage

FOR IMMEDIATE RELEASE

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Celebrate Alaska 2-1-1's Decade of Service on 2-1-1 Day – February 11

Anchorage AK – February 11, 2018, is National 2-1-1 Day and the perfect day to celebrate Alaska 2-1-1's decade of service connecting Alaskans to the help they need.

Alaska 2-1-1 was launched with the goal to provide Alaskans with one simple number to call and connect with a trained professional who would discern their needs and connect them to the best resources to get them through.

By the end of 2017, Alaska 2-1-1 had answered 220,907 calls for help, provided 298,136 service referrals and 417,035 online searches of the 2-1-1 database had taken place.

“After fielding thousands and thousands of calls, we have learned a lot through the years and made improvements along the way including the development of the 2-1-1 app. Alaskans count on 2-1-1 and, together with our partners, we will continue to enhance and improve this vital tool that helps Alaskans live better lives,” said Sue Brogan, Chief Operating Officer, United Way of Anchorage.

Today, Alaska 2-1-1 maintains the most comprehensive health and human services resource database in the state with nearly 1,000 active agencies and almost 8,000 available services for referral.

This past year, the top caller needs, consistent across the state, were for basic needs such as food assistance, housing, utility assistance and transportation. But Alaska 2-1-1 helps with much more than the basics.

Alaskans can also find the services and resources needed to live better lives – everything from an after school program and care for an aging parent to job training, free tax preparation services, literacy classes and much more.

What's ahead for Alaska 2-1-1? In 2018, expect to see:

- Text, chat and extended hours
- Expanded resources data base
- More user friendly on-line search features
- Stronger partnerships with client navigators for more tailored client assistance

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, 8:30 am – 5 pm to speak with a call specialist
- Download the Alaska 2-1-1 APP

The 2017 Alaska 2-1-1 10th Anniversary Annual Report is attached and can be viewed at www.LiveUnitedANC.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. Alaska 2-1-1 is operated by United Way of Anchorage on behalf of all United Ways in Alaska. Call center hours are Monday-Friday, 8:30am 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>

About United Way of Anchorage

United Way of Anchorage mobilizes people and resources to make lasting, measurable changes in our community to improve lives. Our priorities are successful, prepared kids; strong, financially stable families; access to medical care for all; and a community making healthy lifestyle choices. United Way invites you to join the movement. www.LiveUnitedANC.org