



FOR IMMEDIATE RELEASE

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Alaska 211 answers the call when Alaskans need help finding help

Anchorage, AK - Calls to Alaska 211 from Municipality of Anchorage residents seeking assistance with health and human services decreased and the number of referrals provided climbed in 2023, compared to 2022.

In 2023, Alaska 211 community resource specialists fielded 18,102 calls from municipality residents and provided 26,575 referrals to needed resources and services. The number of callers receiving more than one referral increased by 22% from 2022. Referrals related to basic needs – food, housing, shelter, rent and utility assistance – accounted for a higher percentage - 55% - of total referrals in 2023, compared to 50% in 2022.

Other top municipality referrals in 2023:

- Income Support/Assistance made up 9%
- Health Care at 8%
- Legal, Consumer and Public Safety at 5%

The two top unmet needs were rent payment assistance and utility payment assistance.

Statewide, more than 34,000 referrals to help were provided to Alaskans in 2023 – everything from basic needs to help with job training, education, free tax preparation, legal services, literacy classes, transportation and more.

“Ninety percent of our callers in 2023 were connected to solutions that could meet their needs,” said Sue Brogan, COO, United Way of Anchorage/Alaska 211. “We’re proud of that statistic, though we wish it were 100%. The needs of Alaskans simply outweigh the available resources.”

Alaska 211 is the easiest, fastest way for Alaskans to get connected to available community, health and social resources in their local community.

Navigating complex government, tribal and nonprofit human services can be both overwhelming and frustrating. One call to 2-1-1 or 1-800-478-2221 and Alaskans will be connected to a caring, knowledgeable community resource specialist. The specialist will listen to the callers’ situation and provide referrals to available resources that best fit their needs. And, if someone doesn’t want to talk, they can email Alaska211@ak.org or search Alaska 211’s online database of statewide resources 24/7 at Alaska211.org.

For callers with limited English, Alaska 211 offers interpretation services in 170+ languages. Spanish, Hmong, Pashto, French, Korean and Mandarin are some of the languages interpreted in 2023.

“In addition to having a positive impact on the lives of Alaskans every day, Alaska 211 is uniquely positioned to provide real time snapshots of the type of help callers are looking for and what services are and aren’t available. This real time data can be used to inform planning, use resources more efficiently and effectively and drive action locally, regionally and at a statewide level,” said Brogan.

Help starts with Alaska 211 – 3 ways to connect

- Call 2-1-1 or 800-478-2221 Monday through Friday from 8:30 a.m. – 5 p.m. to speak with a 211 community resource specialist
- Self-search Alaska 211’s statewide online database 24/7 at Alaska211.org
- Email Alaska211@ak.org

To learn more, check out the recently released [2023 Alaska 211 Annual Report](#) or visit Alaska211.org.

About United Way of Anchorage

United Way of Anchorage is a community of donors, advocates, volunteers, and partners working together to improve the health, education and financial stability of every person in our community. LIVE UNITED. Liveunitedanc.org.