

2/3/10

PRESENTA-

TION:

UNITED WAY

2-1-1

PROJECT

2-1-1 | Help starts here.



## Alaska 2-1-1: A key resource for legislators

As an Alaska legislator, you and your aides can ...

- ... refer constituents to Alaska 2-1-1 or [www.alaska211.org](http://www.alaska211.org) when they come to you with health and social services needs.
- ... use Alaska 2-1-1 as a resource or referral point for federal, state and local programs, as well as public health and crisis/disaster preparedness information.

This frees up legislative aide time that is usually spent researching and seeking out resources.



Alaska 2-1-1 is an efficient, confidential, easy-to-remember and free communications infrastructure and a statewide resource. Alaska 2-1-1 is operated by United Way of Anchorage. The Regulatory Commission of Alaska granted United Way of Anchorage the use of the designated three-digit entity for information referral services for the State of Alaska.

Alaska 2-1-1 is accessible by most phones in Alaska, and those communities that can't reach 2-1-1 directly can use the free (800) number, 1-800-478-2221.

Alaska 2-1-1 has already resulted in a reduction of non-emergency calls to 9-1-1.

Alaska 2-1-1 plays a critical role in responding to disaster. Alaskans face natural and manmade disasters, and Alaska 2-1-1 has become tool for disaster response and can be used as a central communications point for disaster relief and recovery. Recently, Alaska 2-1-1 was involved in assisting during Juneau Unplugged.



## Help your constituents

find the resources they need by referring them to Alaska 2-1-1 via phone (2-1-1) or on the web ([www.alaska211.org](http://www.alaska211.org)).

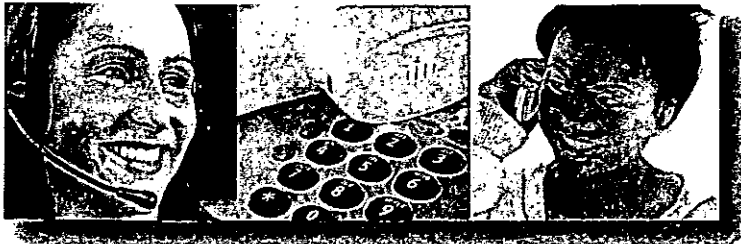
## Help all Alaskans

discover this valuable service by spreading the word about Alaska 2-1-1. We can supply links for your website and widgets (below) for your newsletters.

Help starts here.



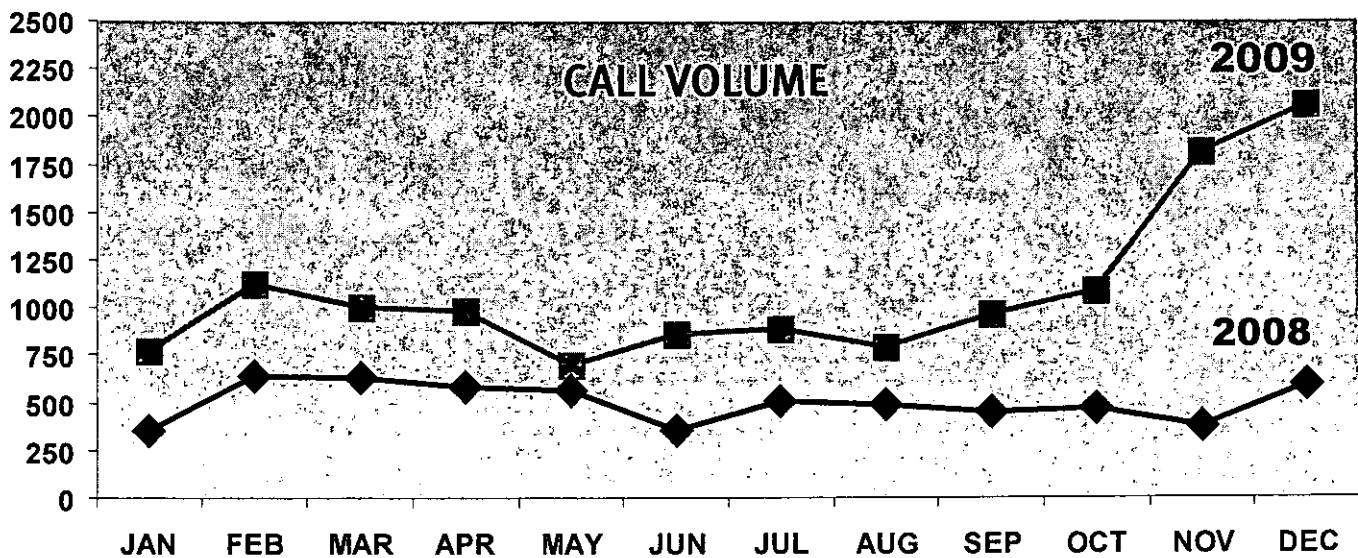
When you need help finding help, dial 2-1-1 or 1-800-478-2221 [www.alaska211.org](http://www.alaska211.org)



Help starts here.

## ALASKA 2-1-1 SERVICE SNAPSHOT 2009

**13,060 CALLS FOR HELP** answered by trained information and referral specialists



### Top Three Caller Needs

#### Basic Needs 50%

Getting help to make ends meet was the top need in 2009. Calls for temporary supports and financial assistance—especially housing, food and utilities—doubled from 2008.

#### Employment & Income Boosts 27%

Alaskans actively looked for help to find employment opportunities and training. They also wanted to maximize their tax refunds through assisted tax preparation.

#### Health 15%

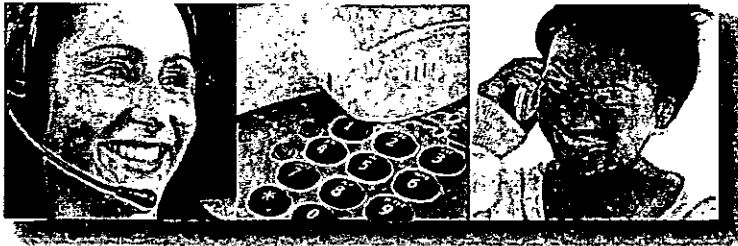
One in seven callers to Alaska 2-1-1 needed help finding health information and care like access to general and specialty services, dental, mental health, women's health, and medications.

### Calls by Region

Aleutians/Kodiak	2%
Fairbanks NSB	3%
Kenai Peninsula	5%
Mat-Su Borough	10%
North Slope	5%
Northwest Arctic (Nome)	7%
Southcentral (Anchorage)	51%
Southeast	5%
YK Delta/Bristol Bay	5%
Other	7%

### Online Searches





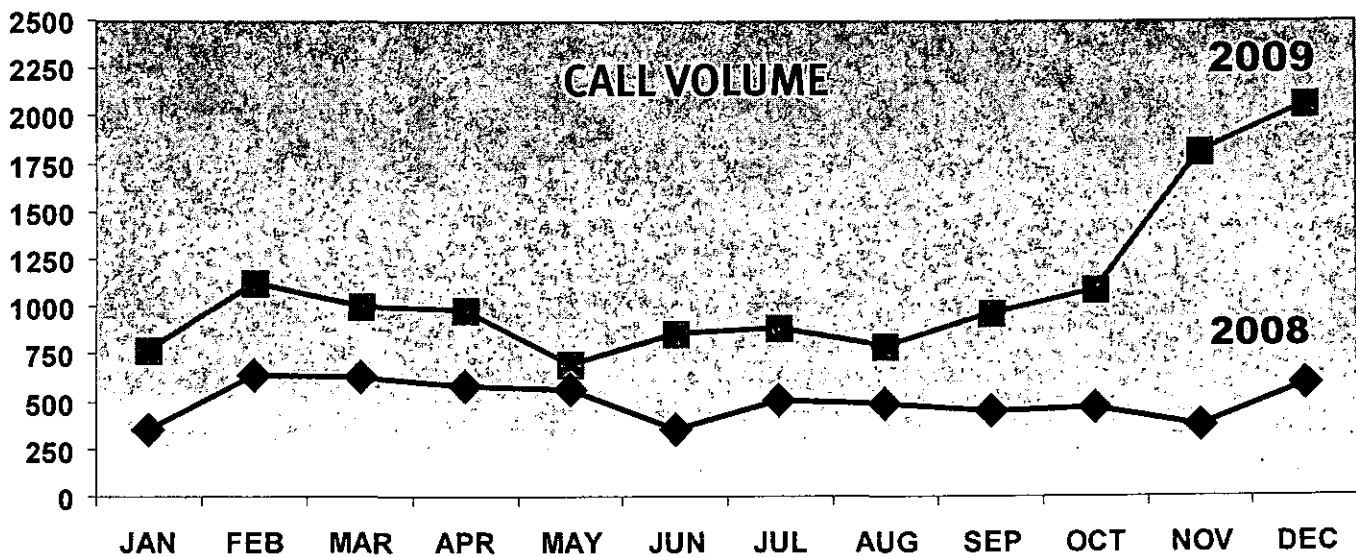
Alaska  
**2-1-1**  
 Get Connected. Get Answers.

**United Way**  
 Alaska United Ways

Help starts here.

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