

Alaska 2-1-1: Benefits for Everyone

Benefits for Individuals and Families:

- **Easy access:** People who need help often don't know where to begin. 2-1-1 is a simple, easy-to-remember number that gives Alaskans a simple, direct way to get connected to resources and services in their community.
- **A sense of hope:** In addition to referrals, 2-1-1 gives callers a sense of confidence by educating them about their options.
- **Free and confidential:** 2-1-1 provides confidential service.
- **Independence:** 2-1-1 helps people maintain their independence while using government and non-profit resources more effectively to meet their needs.
- **A way to give back:** In addition to finding help, 2-1-1 helps Alaskans give help through volunteering and donations.

Benefits for Service Providers:

- **More services:** Nonprofit agencies and government provide more service delivery because they receive fewer inappropriate calls and do not need to maintain separate referral networks.
- **Current, accurate information:** the 2-1-1 data base is available 24/7 which allows staff to research information for their clients.
- **Extends reach:** Increases visibility for their services.
- **Volunteer recruitment:** Free, simple, and real time postings to recruit volunteers.

Benefits for Employers:

- 2-1-1 supports Human Resources departments by expanding access to resources for a wide range of health and human services needs and issues faced by their employees.
- The potential for savings for businesses through reduced absenteeism and increased productivity due to the instant availability of quality referrals for a comprehensive array of services.



“When people aren't sure where to turn or who to ask for help, 2-1-1 is the number to call.”

Benefits for Government:

- Reduction of non-emergency calls to 9-1-1.
- Can be used as a central communications point for disaster relief and recovery, connecting displaced people with services and coordinating volunteer responders.
- An efficient communications infrastructure through which to quickly disseminate public health and crisis preparedness information or changes in federal, state or local programs.
- Increased efficiencies in cities' and communities' planning processes through needs tracking, identification of service gaps, improvement of service delivery and spotting emerging trends due to data collection capabilities available through the 2-1-1 database.