

## Alaska 2-1-1: Fact Sheet

**What:** 2-1-1\* is an easy to remember telephone number that connects callers to free information about critical health and human services available in their community.

**Why:** Until Alaska 2-1-1, there has been no single, comprehensive statewide provider of information and referral for Alaskans. With thousands of nonprofit organizations in Alaska plus scores of government agencies, finding help can often be confusing and intimidating.

Alaska 2-1-1 is staffed by trained Information and Referral Specialists who quickly assess the callers' needs and refer them to the appropriate resources in their area. It's easy to remember, accessible to all Alaskans, free and confidential.

**Callers can access:**

- Basic human services
- Physical and mental health resources
- Employment support services
- Support for seniors and persons with disabilities
- Programs for children, youth, and families
- Volunteer opportunities and donations
- Support for community crisis or disaster recovery

**How :** Call Alaska 2-1-1 service by dialing 2-1-1 or 1-800-478-2221 Monday thru Friday from 8:30 a.m. until 5:00 p.m. Search 24/7 on line at [www.alaska211.org](http://www.alaska211.org).

**Who:** Alaska 2-1-1 is a private-public partnership, operated by United Way of Anchorage on behalf of Alaska United Ways. Current financial and in-kind support provided by: a federal appropriation supported by Senator Stevens and the U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, United Way of Anchorage, the telephone companies ACS and GCI, the Municipality of Anchorage, the Alaska Mental Health Trust, and the Alaska Community Foundation. For more information contact:

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“2-1-1 offers information on a broad range of services, including food banks, rent assistance, affordable housing, child care, health resources, after-school programs, elderly care, financial literacy, and job training programs.”

**Other things you should know about 2-1-1 service:**

√ 2-1-1 delivers benefits to taxpayers, employers and government. 2-1-1 saves time and improves the human services experience for those needing or providing assistance.

√ 2-1-1 is updated by community and statewide stakeholders who are aware of local and state needs and resources. Businesses, nonprofit organizations, and government officials support 2-1-1 service as a way to improve the lives of the residents in their communities and make community services more effective.

√ 2-1-1 enhances public safety and crisis recovery efforts. From hurricanes and floods to bio-terrorism, 2-1-1 call centers that already exist in communities are the logical platform for building emergency response communication capacity as demonstrated in the wake of hurricanes Katrina and Rita, and the recent fires in California.

√ 2-1-1 systems are available nationally to more than 196 million people in 44 states and the District of Columbia.

\* Callers who cannot connect from their home, or from a pay phone or wireless telephone by dialing 2-1-1, can dial 1-800-478-2221 to be connected to an Alaska 2-1-1 specialist. Businesses and offices with in-house PBX telephone systems may need to implement a simple program change to facilitate 2-1-1 dialing for their employees.