

ONE CALL  
to 211  
CAN  
CHANGE  
EVERYTHING.



## 2026 Report to Alaskans



# LETTER TO ALASKANS

A gateway to opportunity and a lifeline in moments of crisis and disaster, 211 is the one-stop, go-to resource Alaskans turn to when seeking assistance.

## For many, 2025 brought relentless waves of change.

From the longest government shutdown in history, to delayed SNAP benefits, to devastating storms and flooding that uprooted entire villages in western Alaska, 211 was there. Responding, guiding, supporting, and connecting people across the state to needed resources and services as they weathered daunting new circumstances.

## 211 requests for help jumped 15% over last year.

Disaster recovery, housing support assistance, free tax preparation – the needs of Alaskans reflected both sudden changes in circumstances and ongoing cost-of-living pressures faced by many hardworking families statewide.

Once again, our highly trained, compassionate, and culturally sensitive community resource specialists provided something technology can't – a human touch in times of great stress.

## 211 data offers unique insights into the challenges being faced.

Data is a valuable tool. We can't solve what we don't understand. 211 data can shine a vital light that leads to common understanding, which in turn becomes the foundation for effective collaborative action.

## Tools today. Stability tomorrow.

Working with our nonprofit partners, government, faith-based groups, businesses, supporters and you, we can expand connections to needed services and tools today. Together, we can build the community solutions needed to help our struggling neighbors step off the survival tight rope onto solid ground and a pathway to long-term stability and financial security.

Warmly,



Sue Brogan, CVA  
Chief Operating Officer  
United Way of Anchorage | Alaska 211

“ I didn't know what to expect when I called. The support was truly overwhelming.”

-- 211 caller

“ I was treated with such dignity. I never got the feeling anyone was looking down their nose at me. They were wonderful. I wish everyone knew about 211.”

-- 211 caller

“ The hospital suggested I call 211 and ask for a healthcare navigator. I'd be lost if I hadn't made that call.”

-- 211 caller

15%

Increase in the number of requests for help 2025 over 2024

30,858

Requests for help

20,651



Calls

10,083



Website

124



Email

46,018

Connections to help given



Online Resource Database

1,092 active agencies

8,490 services for referrals



Top 3 languages translated

Spanish, Russian, Arabic

# RESPONDING TO DISASTER

**Adapting quickly.**  
**Collaborating broadly.**  
**Providing trusted information.**

These are hallmarks of the 211 system, proving why we are activated by governments at the local, state, and federal level to support disaster response.

In October, the remnants of Typhoon Halong wreaked unprecedented havoc on our western neighbors. Hundreds of displaced Alaskans were evacuated to Anchorage, many arriving with only a backpack holding all that remained of their life, their community, and their belongings.

We were able to coordinate resources quickly with our national and local partners to support both immediate response and long-term recovery efforts.

It's because of our perspective and operations that we were called on to participate in daily Emergency Operations Center coordination meetings. This enabled our resource specialists to provide a calming human connection, assisting evacuees and community members with up-to-date information and connections to emergency food and shelter, housing assistance, health care, emotional support and counseling, and other vital support.

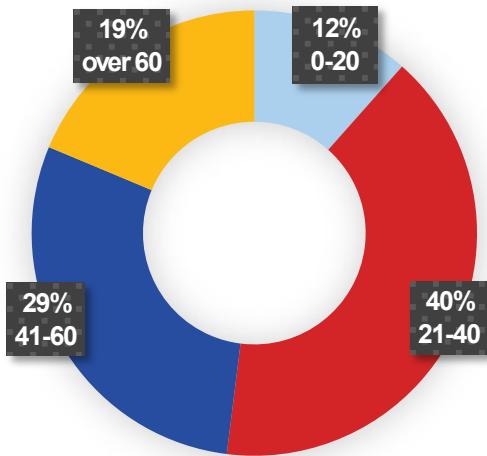
On the ground in Anchorage, 211 also provided hands-on support at the centralized donation warehouse helping to coordinate and distribute much-needed items including winter boots, snow pants, coats, hats, gloves, air mattresses, diapers, hygiene products, and subsistence fishing and hunting equipment.

It's in the face of adversity and disasters – floods, avalanches, earthquakes, volcanoes, public health emergencies – that 211 becomes more than just a number. It becomes a vital voice of support at the other end of the line, helping Alaskans navigate timely, ever-changing response and recovery information and resources to find the assistance they need during unpredictable times like Typhoon Halong.

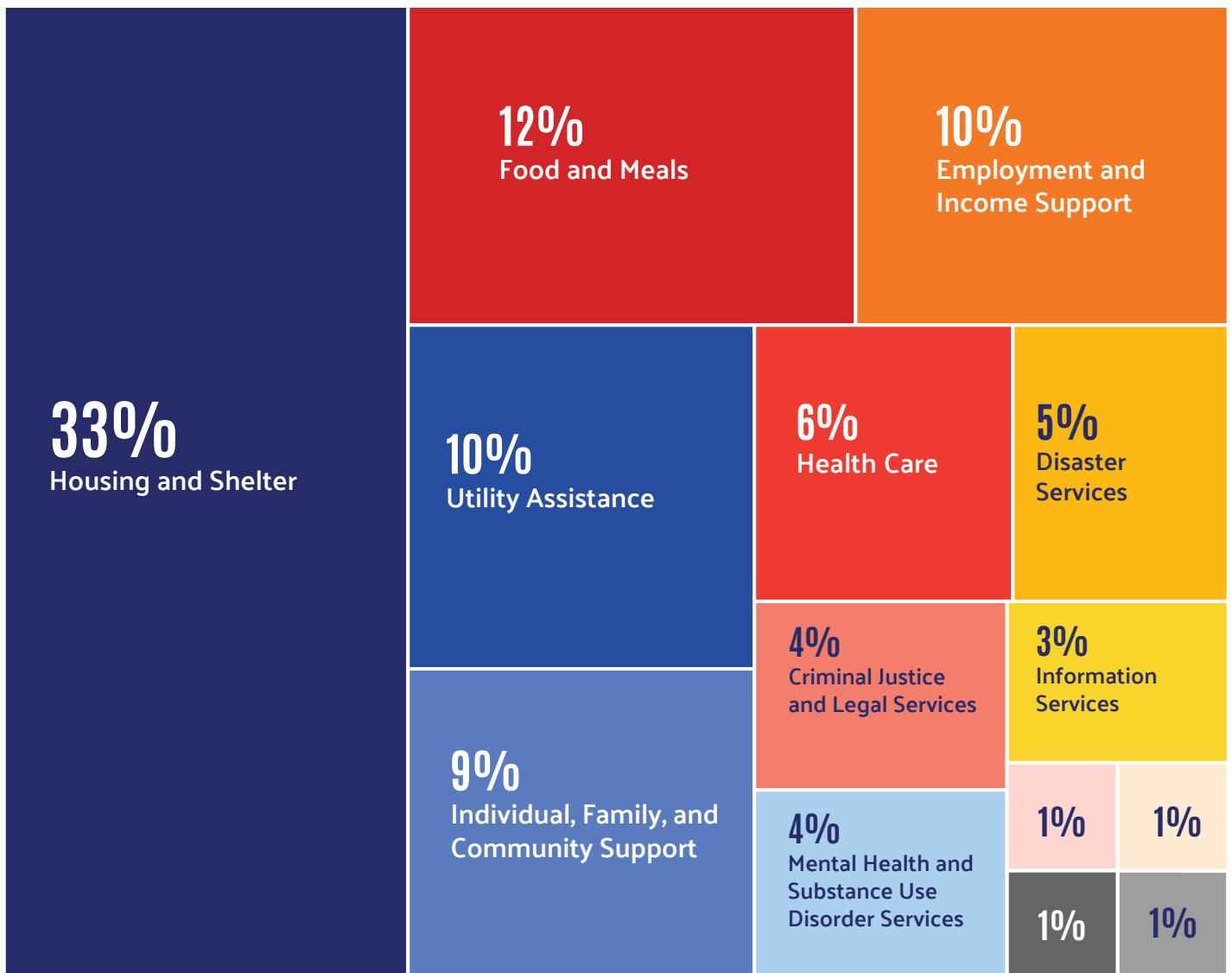


# WHO REACHED OUT AND WHAT THEY NEEDED

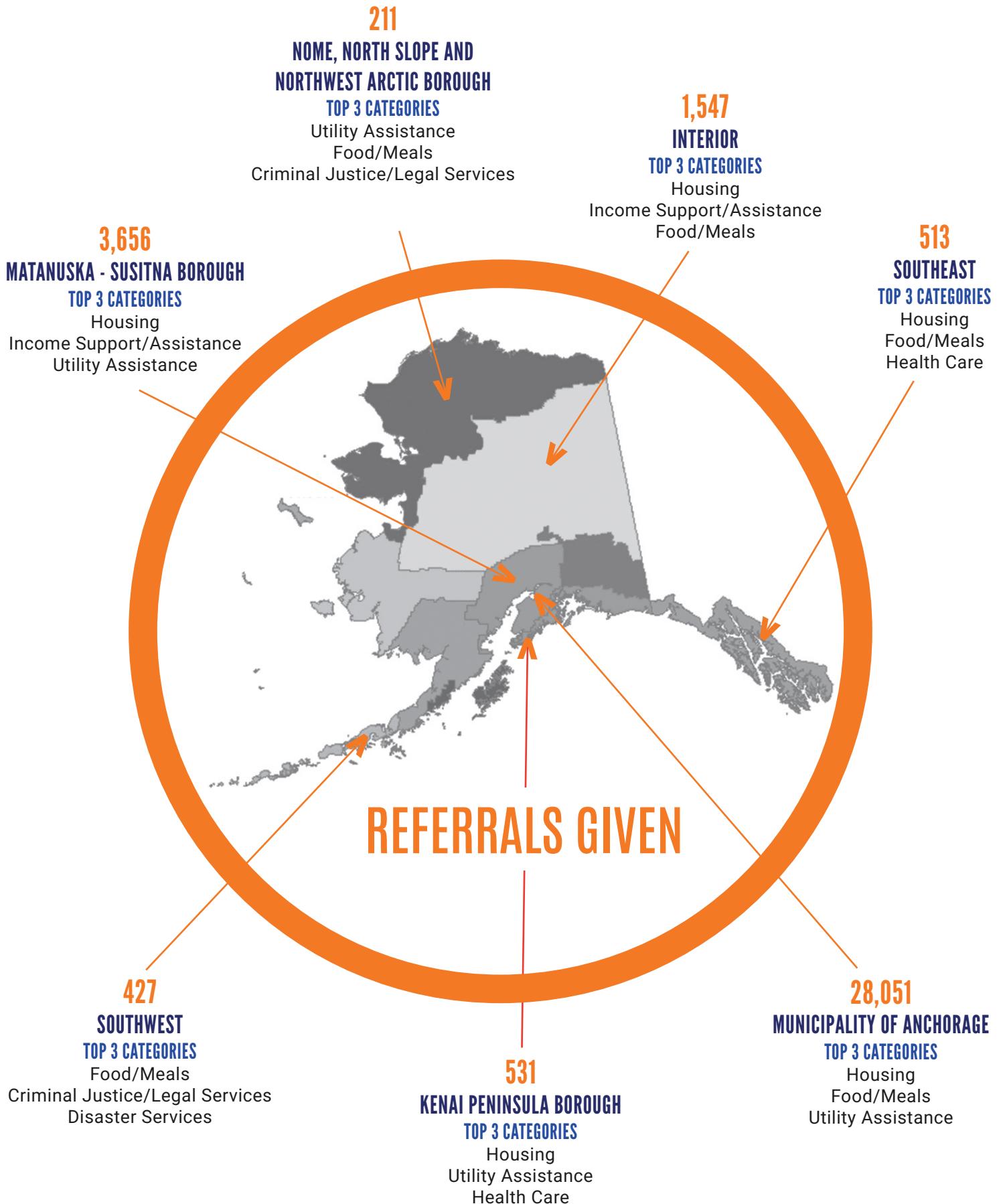
## Ages in years\*



\*self-reported, web search only



# WHERE CALLS CAME FROM AND...



# COLLABORATIVE INITIATIVES

Our collaborative initiatives go beyond information and referral, providing assistance and enhanced focus on a specific area of concern. This can include scheduling or registering individuals, screenings for eligibility, collecting and sharing data, providing reports, and more. Collaboration with our partners is paramount and often additional funding, expertise and/or labor may be required. These are a few of the initiatives performed by Alaska 211 and the partners we support.

Partner	Initiative
AARP	Caregiver Support
Christian Health Associates	Family Cold Weather Shelter
Municipality of Anchorage	Disaster Response
IRS and AARP Tax Aide Foundation	Free Tax Preparation Scheduling
State of Alaska	Disaster Response

“

More important to me than the stats is the value added by 211. Taxpayers are informed about what documents to bring, how long to expect to be at the appointment, possible out of scope income. I don't know all the up front you guys do in the limited time you have with the taxpayer on the phone but I know most arrive fully informed and with all the necessities.”

-- Allegra Hamer  
AARP Tax Aide

LISTEN IN  
ON A  
211 CALL.



# THANK YOU TO OUR FUNDERS,

partners, supporters, and donors to United Way of Anchorage | Alaska 211  
for making life better for Alaskans.



SCAN TO  
SUPPORT  
ALASKA 211

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