

Alaska 2-1-1 Frequently Asked Questions

Is 2-1-1 available statewide?

Yes. Alaskans across the state can reach the Alaska 2-1-1 call center Monday through Friday from 8:30 am – 5:00 pm in one of two ways:

- by dialing the easy to remember three digit number, 2-1-1*
(Available in most areas, even by cell phone.)
- by dialing the toll-free number 1-800-478-2221

Alaska 2-1-1's extensive database can be accessed online 24/7 at www.alaska211.org.

Does the database include all services everywhere in Alaska?

The Alaska 2-1-1 database was converted from several existing databases so, where existing resources are available in communities, and the information is shared and approved for inclusion, it can and is entered into the system. The system is continually being updated with changes and additions.

When did the Alaska 2-1- call center begin operating?

The service began in August, 2007.

Who's calling 2-1-1 and what are they seeking help for?

Calls are received from rural and urban Alaska and from Alaskans of all ages and backgrounds. In a typical week, information and referrals are provided for basic needs such as emergency shelter and food, for mental health care and counseling including crisis intervention, for health care such as health screenings, rehabilitation, and substance abuse services, for tax assistance and after school programs. From critical needs to simple daily life issues, Alaska 2-1-1 is for anyone who needs help finding help.

How will data collected from Alaska 2-1-1 be used?

The data will provide information not available before about types of services Alaskans need and where they need them. The data will be helpful to policy makers, service providers, and planners, enabling them to track needs, identify gaps, improve services delivery and spot emerging trends.

Is 2-1-1 service available in others parts of the country?

Yes. According to the most recent data, 2-1-1 systems reach almost 75% of the nation in 44 states and the District of Columbia.

Some 2-1-1 call centers in other part of the country are operating 24 hours, when do you see Alaska 2-1-1 going into a 24 hour service pattern?

That will depend on how Alaskans use the system. We will be closely monitoring use patterns and will use the data to determine how and when to expand service as additional funding become available.

*2-1-1 is not a substitute for 9-1-1 (emergency services), 4-1-1 (telephone directory assistance) or for specialized hotlines. Callers who cannot connect from their home, or from a payphone or wireless telephone, 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 programming change to facilitate 2-1-1 dialing for their employees. Contact Alaska 2-1-1 at 263-3821 for more information.