



## ABOUT 2-1-1

### WHAT IS 2-1-1?

2-1-1 is an easy to remember phone number with supporting website that connects individuals with vital resources in their community 24 hours a day, 365 days a year.

2-1-1 calls are answered by trained Information and Referral (I & R) specialists who assess the caller's needs and refer them to the help they seek through a comprehensive continuously updated human service database.

Over 65% of the U.S. population will be served by 2-1-1 systems by February 2007. There are 212 active 2-1-1 systems covering all or part of 41 states (including 19 states with 100% coverage) plus Washington, DC and Puerto Rico. Canada has an additional 5 locations.

### HOW DOES 2-1-1 WORK in ALASKA?

One call gives you access to resources in your community and across the state. Alaska 211 is efficient, fast and easy to use. Calling Alaska 211 is a confidential call.

Alaska 211 is a statewide project being lead by United Way of Anchorage. It involves local, regional and statewide stakeholders aware of local, regional and statewide needs and resources. Alaska 211 is supported by businesses, nonprofit organizations and government officials as a way to improve the lives of the residents of their community and the state.

Alaska 211 supports and maintains the integrity of the 911 system, saving that vital community resource for life and death emergencies.

### HOW DO I REACH ALASKA 211?

For Information and Referral assistance dial simply 2-1-1 or 1-800-478-2221 or log on: [www.Alaska211.org](http://www.Alaska211.org). If you have trouble dialing 2-1-1 from your work phone, it may be because some businesses use a specialized telephone system which may require some special programming. See the information below on PBX Telephone Systems.

## **CALLING 2-1-1 FROM A PBX TELEPHONE SYSTEM**

Many businesses and organizations own a specialized telephone system that helps manage their telecommunications activity. If this is the case, some special programming to the phone system will be required to enable staff to call 2-1-1.

Unfortunately, there is no generic description for how to make these modifications. You will need to consult with your in-house technical staff or telephone equipment support vendor for assistance.

If your organization's telephone system is a PBX system, the modifications will need to be made in the digit translation tables. The technician could likely use the 911 programming as a template.

Once the modifications are made, you and your staff will simply dial 9- (for an outside line) and then 2-1-1.

For further information, please contact the Project Director or Resource Director or call 1-800-478-2221.