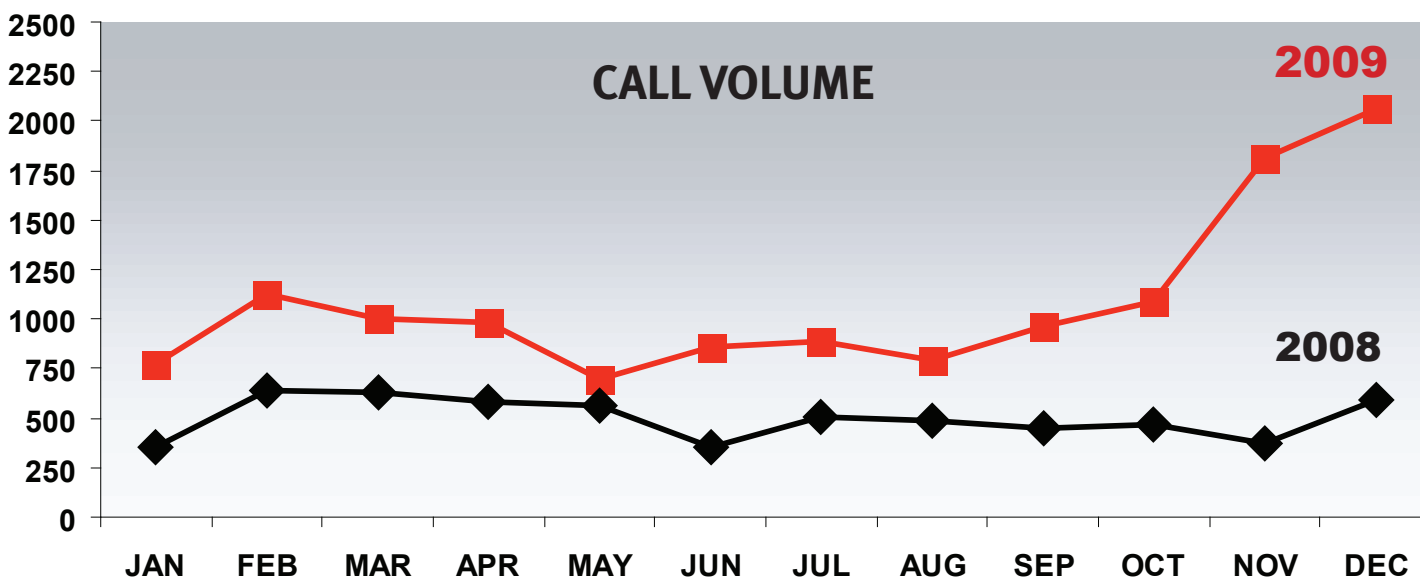




**Help starts here.**

## ALASKA 2-1-1 SERVICE SNAPSHOT 2009

**13,060 CALLS FOR HELP** answered by trained information and referral specialists



### Top Three Caller Needs

#### Basic Needs

Getting help to make ends meet was the top need in 2009. Calls for temporary supports and financial assistance – especially housing, food and utilities – doubled from 2008.

**50%**

#### Employment & Income Boosts

Alaskans actively looked for help to find employment opportunities and training. They also wanted to maximize their tax refunds through assisted tax preparation.

**27%**

#### Health

One in seven callers to Alaska 2-1-1 needed help finding health information and care like access to general and speciality services, dental, mental health, women's health, and medications.

**15%**

### Calls by Region

Aleutians/Kodiak	2%
Fairbanks NSB	3%
Kenai Peninsula	5%
Mat-Su Borough	10%
North Slope	5%
Northwest Arctic (Nome)	7%
Southcentral (Anchorage)	51%
Southeast	5%
YK Delta/Bristol Bay	5%
Other	7%

### Online Searches

