**CALL VOLUME BY CATEGORY**

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing &amp; Shelter</td>
<td>32%</td>
</tr>
<tr>
<td>Utilities</td>
<td>24.4%</td>
</tr>
<tr>
<td>Food</td>
<td>14%</td>
</tr>
<tr>
<td>Health &amp; COVID</td>
<td>12%</td>
</tr>
<tr>
<td>Other</td>
<td>9.5%</td>
</tr>
</tbody>
</table>

- **128,808 Pageviews** on auw211.org in 2021

**NEARLY A THIRD OF REQUESTS FROM KŪPUNA**

- **29% Over 60**
- **67% Under 60**

- **62.2%** Female callers
- **34.8%** Male callers

**DID YOU KNOW?**

- **211 is operated by AUW and is the only service of its kind.**
  - Four of the top 10 websites referring traffic to AUW211.org are local and state government websites
  - Every time a new COVID-19 change is announced, traffic and calls increase.
  - Natural disasters result in higher call volume.

**AUW 211: A COMMUNITY RESOURCE**

AUW211.ORG is available online for our entire community to access and search. The new search site was launched in 2022.

**REAL-TIME DATA**

Community members, non-profits, government agencies and the business community can view and search data in close to real-time. That means better response and coordination of efforts. There is no dashboard or resource like it in Hawai‘i.

**hawaiidata.org/211data**

**DISASTER RESPONSE**

AUW’s 211 is a member of VOAD or Voluntary Organizations Active in Disaster. When emergencies occur, we respond. We are the conduit for emergency services and act as the primary referral center during any type of crisis.

**COVID-19 RESPONSE**

The COVID-19 Pandemic has required rapid response, flexibility, and compassion. Our 211 Specialists adapt to an ever-changing environment to give the most accurate information and resources available.

**auw211.org**