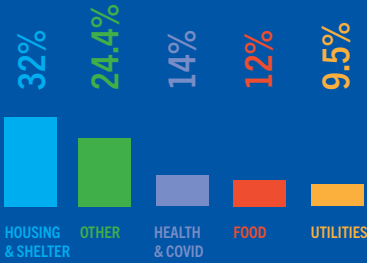


2.1.1

Aloha United Way

Aloha United Way 211 Answers the Call

CALL VOLUME BY CATEGORY

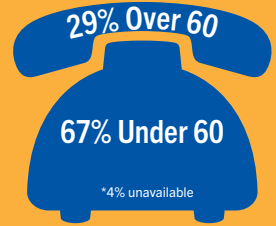


128,808

Pageviews on auw211.org in 2021



NEARLY A THIRD OF REQUESTS FROM KŪPUNA



62.2% Female callers
34.8% Male callers
*3.0% unavailable

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.

88,288 requests made to AUW 211

The AUW 211 Database includes more than 4,000 resources and growing

DID YOU KNOW?

43% of education requests are for school supplies.

Kūpuna comprise nearly a third of all 211 users. Kūpuna Call Center was initially designed to address COVID-19 needs, but offers much more.

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