

Matanuska-Susitna Borough  
& Municipality of Anchorage



***Smart Communities  
Applications Working  
Group  
October 27, 2016***

# The Concept...

- **Enhance the public's ability to locate social services providers by enhancing Alaska 211**
- **Add a spatial component**
- **Incorporate a transportation component that gets citizens from where they are to where they need to be**
- **Leverage and combine existing apps to yield an integrated, effective and rapid result**



# Alaska 211 Does a Great Job...

Thursday, October 20, 2016 438,009 visits to date

Home Search for Services

Welcome to the Alaska 2-1-1 Community Resource Database

You Must First Enter a Zip Code.

Enter Zip Code  or select city

➔ Search for Services in Your Borough - Advanced search criteria [\(show\)](#)

Choose a Search

**Browse Service Category**  
Click here to choose from a list of available services.

**Search by Service Keyword**  
Click here to search by entering a word or phrase describing the service.

**Search by Agency or Program Name**  
Click here to search by the name of the service provider.

**Service Providers**  
Click here to request inclusion in our database or to update your information ➔

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Thursday, October 20, 2016

Home Search for Services Contact Us

**Browse Service Category**

This search is restricted to community resources serving 99502. Service providers will display by distance.

Start Over Search Hints

This allows you to scroll through different Category Topics. Sometimes it is difficult to know what Keyword is best to use during a search. This method helps the user become familiar with the terminology used in the Alaska 2-1-1 database. Click on a category to see additional subcategories.

Remember that this system has three tiers to each category. If you do not see what you are looking for, simply try another category. Remember, there are always several ways to find each service, program or agency.

IF YOU ARE HAVING DIFFICULTY FINDING A SERVICE, DO NOT HESITATE TO CALL 2-1-1.

Find the help you need > **Food/Meals**

Browse Service Category <small>(Click to choose a new category.)</small>	Food/Meals <small>(Click the + to see services.)</small>
AK Insurance Marketplace	- Food
Arts, Culture and Recreation	After School Meal Programs
Clothing/Personal/Household Needs	Child and Adult Care Food Programs
Disaster Services	Commodity Supplemental Food Program
Education	Community Gardening
Employment	Congregate Meals/Nutrition Sites
<b>Food/Meals</b>	Older Adults
Health Care	Farmers Markets
Housing/Utilities	Food Banks/Food Distribution Warehouses
Income Support/Assistance/Tax	Food Pantries
Individual, Family and Community Support	Food Vouchers
Information Services	Formula/Baby Food



# Locating Social Services by Area and Need...






Thursday, October 20, 2016

Home
Search for Services
Contact Us

Community Resources

Home

Help Starts Here

Disaster Services

Service Provider Tools

News

Community Links

Contact Us

This search is restricted to community resources.

Find the help you need > Food > Food Pantries

Programs that acquire food products through donations, canned food, and distribute the food to people who are in emergency situations, disabilities or illnesses make it difficult for them to leave home.

22 Locations offering the requested services to residents of the 99500 ZIP Code

LUTHERAN SOCIAL SERVICES OF ALASKA

<p>1303 W 33rd Avenue Anchorage, AK 99503</p>	<p>(907) 272-0643 Main (907) 272-5728 Fax <a href="http://www.lssalaska.org">http://www.lssalaska.org</a> lssa@gcl.net</p>
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Click for more info on FOOD SERVICES

CATHOLIC SOCIAL SERVICES

<p>3710 E 20th Avenue Anchorage, AK 99508</p>	<p>(907) 222-7300 Main (907) 258-1091 Fax <a href="http://www.cssalaska.org/html/jst-francis-house.php">http://www.cssalaska.org/html/jst-francis-house.php</a> drittenberg@cssalaska.org</p>
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Click for more info on FOOD SERVICES  
ST FRANCIS HOUSE

SAINT CHRISTOPHER'S EPISCOPAL CHURCH

<p>7208 Duben Avenue Anchorage, AK 99504</p>	<p>(907) 333-6010 Main (907) 332-0063 Fax</p>
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Click for more info on FOOD SERVICES

7208 Duben Ave

Anchorage, AK 99504

Directions

★ SAVE
📍 NEARBY
📄 SEND TO YOUR PHONE
🔗 SHARE

Add a missing place



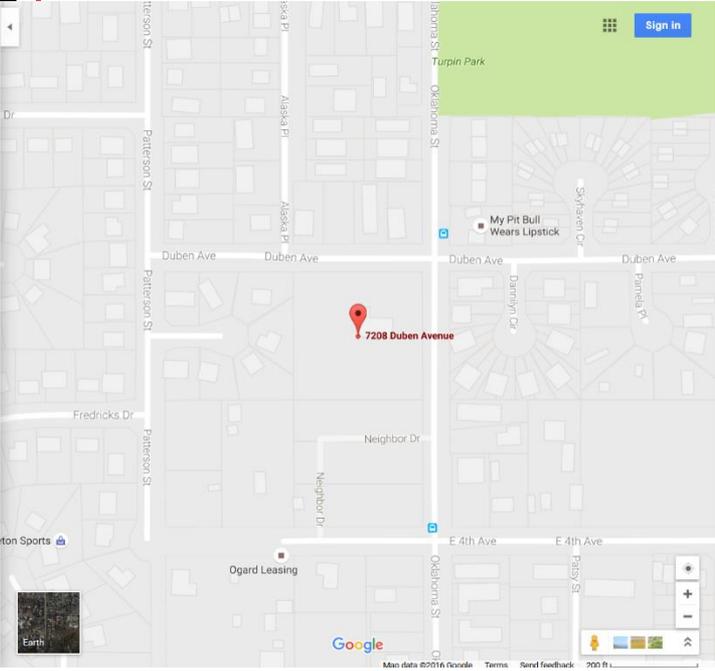
At this location

Second Mile Seventh-day Adventist Church

Seventh-day Adventist Church - Duben Ave

St Christopher's Episcopal Church

Episcopal Church - Duben Ave



Map data ©2016 Google Terms Send feedback 700 ft



# Alaska 211 Summary

- **Alaska 211 provides program descriptions, locations and contact information**
- **Once services are located using the Alaska 211 website, a Google Maps interface is enabled showing the location of the service**
- **The overall concept is that you know what you need and you can get there**



# But ...

- **If you do not know what you need and you need to take public transportation, the site does not meet your needs as well**
- **Alaska 211 also takes a single service and location approach. What service do I need? Where is it? How do I get there? What other service do I need? Where is it? How do I get there? And so on....**



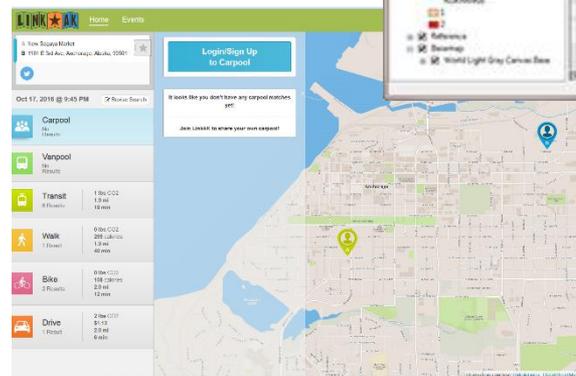
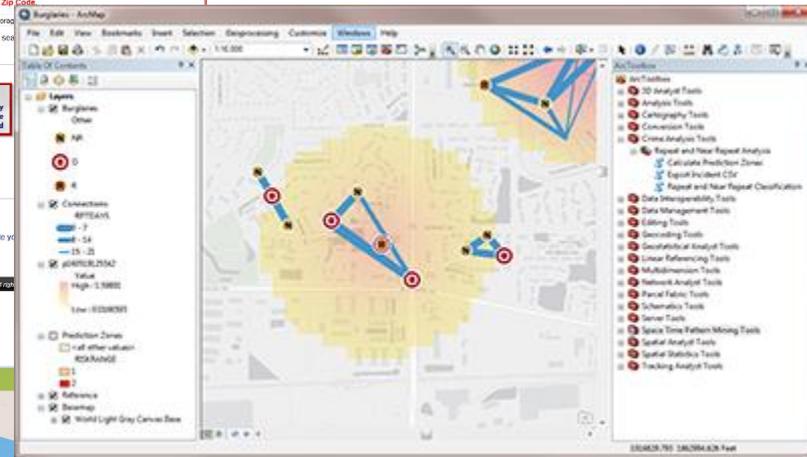
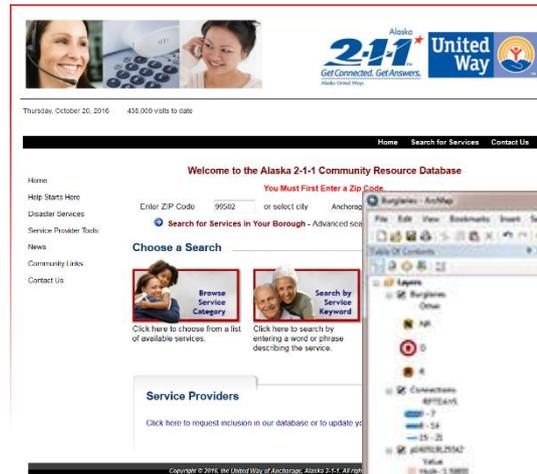
# So We Envisioned an App That Would...

- Start with the location of the app user
- The app user selects all the services needed
- Starting from the user's location, a list of the selected services would be provided within a default radius
- The user could increase or decrease the radius until all the desired services are located
- Selecting any service would then provide contact information and, if needed, mapping for driving or use of public transportation



# These Are the Candidates for Integration...

- Alaska 211 for social services providers and locations
- ArcGIS Solutions for Local Government
- LinkAK for transportation choices



# These Are The Opportunities We Saw...

- **Alaska 211 already exists with services and locations**
- **One of more ArcGIS Solutions already meet 80% of our location filtering needs**
- **LinkAK is nearing deployment with transportation choices**
- **Mature layers exist for most urban areas**



**Questions?**

**Thank You**