



# ALOHA UNITED WAY 211

2025 ANNUAL REPORT



WHEN LIFE HAPPENS,  
HELP IS HERE.

I need help with  
housing support  
resources.



I need help  
with childcare  
in Wai'anae



211

Get Connected. Get Help.™

I need help  
finding a food bank  
in Kahului.

# LETTER TO OUR COMMUNITY

## WHY we are sharing this data.

### ALOHA

It likely comes as no surprise that life in Hawai‘i is challenging for many residents. From rising costs to unexpected crises, families and individuals too often face moments when they don’t know where to turn. That’s where Aloha United Way’s 211 Statewide Helpline steps in.

In 2025, 211 connected thousands of residents to housing, food, healthcare, transportation, childcare and employment resources, while also generating actionable insights that help policymakers, nonprofit leaders, and partners identify trends, close gaps, and direct resources where they are needed most. 211 captures real-time, community needs data from thousands of calls, texts, and online requests—creating one of the most comprehensive pictures of community needs across the state.

211 is about more than referrals. We are staffed by local, trained teams who listen without judgment, take a holistic view of callers’ needs, and help them navigate complex systems with dignity and care.

During crises and disasters—including the recent government shutdown and Maui fires—211 becomes even more critical, serving as a trusted, centralized source of information and coordination while providing timely data to support emergency response and recovery.

This annual report marks the first time these insights have been brought together in one place—transforming frontline data into a shared resource for leaders, decision-makers, and the community to drive informed action and lasting impact. We hope you find these insights helpful.

At Aloha United Way, we believe that every person deserves the chance to live with stability, health and hope. 211 is one of the most powerful ways we bring that to life – every day, in every community.

In gratitude,

**Michelle Bartell**

President & CEO



# AUW 211 - FROM REACH TO SUPPORT

For more than three decades, Aloha United Way's 211 Statewide Helpline has been a trusted lifeline for people across Hawai'i. Operating since 1990, 211 provides free, confidential access to health and human services information and referrals in every county statewide. Trained 211 Information and Referral Specialists listen with care, assess each caller's unique situation, and connect individuals and families to the right local resources—helping them navigate challenges and move toward stability.

211

Get Connected. Get Help.™

## 2025 Statistics

**TOTAL**  
Touch Points

**99,576**

Calls, Texts, Chats, Searches & Website Views

**CONNECTIONS**  
with a  
Specialist

**33,996**

Inbound Handled

**30,969**

Personalized Care with a 211 Specialist

**Resource  
Navigation  
CASES**

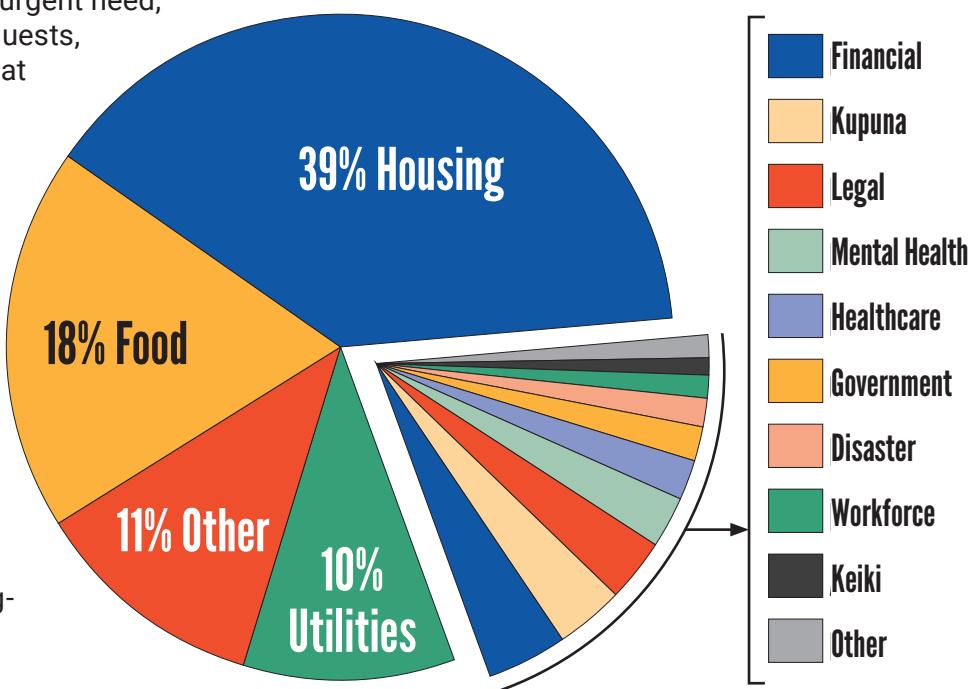
**Live 211  
CONTACTS**



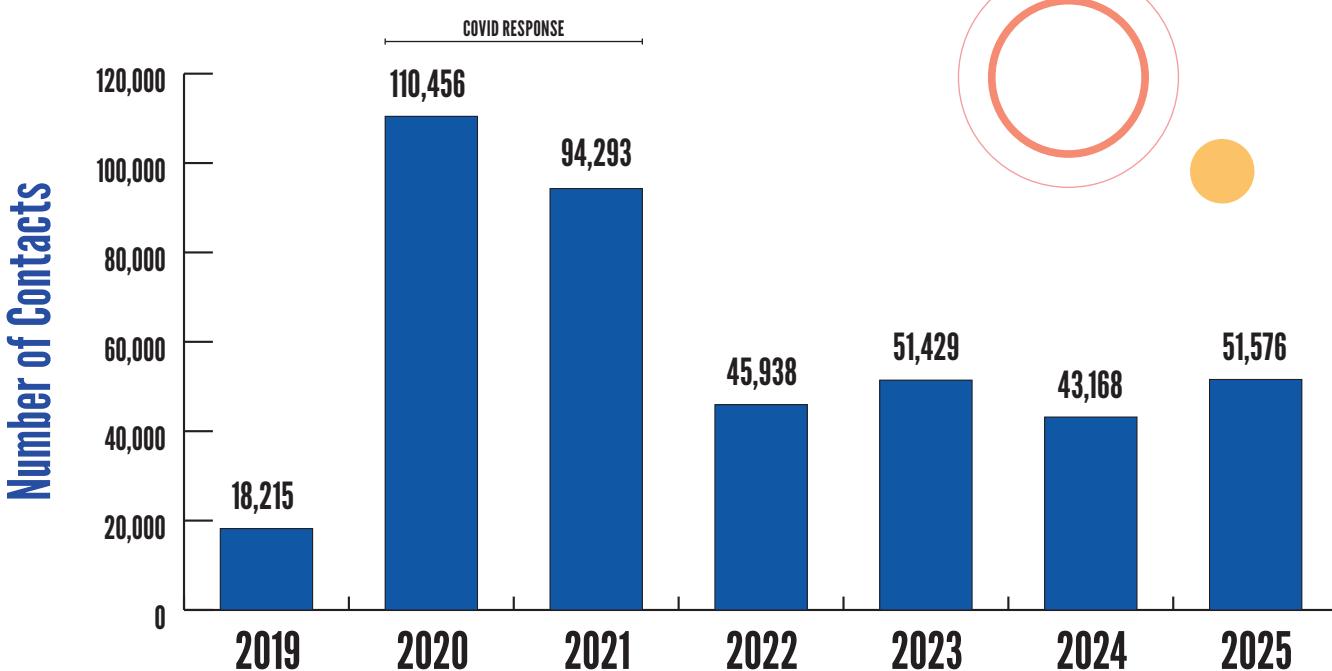
# STATEWIDE IMPACT SNAPSHOT

## Housing and Food Needs Continue to Drive 211 Calls Across Hawai‘i

In 2025, Aloha United Way's 211 Statewide Helpline responded to 33,996 inbound contacts looking for assistance, offering a clear picture of the challenges facing communities across Hawai‘i. Housing remained the most urgent need, accounting for **39%** of all requests, followed by food assistance at **18.7%**. Requests related to utilities, financial support, kūpuna services, legal assistance, healthcare, and mental health further highlight the complex and interconnected needs individuals and families face. This data reinforces 211's role not only as a connection, but as a critical source of real-time insight that informs community response, resource allocation, and long-term solutions statewide.



## Year Over Year Volume



# DATA OVERVIEW

## Call Volume

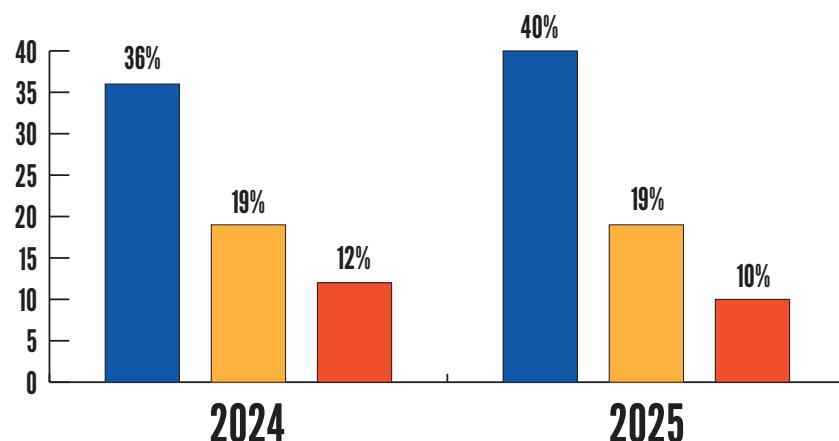
20%

The 20% increase in 211 call volume from 2024 to 2025 was driven primarily by the 2025 government shutdown and the federal SNAP funding freeze, which created immediate and widespread need for assistance across Hawai'i.

	2024	2025
<b>Total Volume</b>	<b>43,168</b>	<b>51,576</b> <span>20%</span>
<b>Q4 Volume</b>	<b>10,816</b>	<b>18,377</b> <span>70%</span>
<b>Calls Answered in :30s</b>	<b>90.28%</b>	<b>84.69%</b>
<b>Kupuna (55+)</b>	<b>20.75%</b>	<b>35%</b>
<b>Honolulu County</b>	<b>76.56%</b>	<b>79%</b>
<b>Maui County</b>	<b>16.67%</b>	<b>12.25%</b>
<b>Hawai'i County</b>	<b>5.75%</b>	<b>7%</b>

## Top Requests for the Year

- Rental / Housing / Shelter
- Food / SNAP
- Utility Assistance



## Top Zip Codes

	2024	2025
1. <b>96817</b> Nu‘uanu-Punchbowl, Kalihi		1. <b>96792</b> Wai‘anae, Mākaha, Nānākuli
2. <b>96792</b> Wai‘anae, Mākaha, Nānākuli		2. <b>96817</b> Nu‘uanu-Punchbowl, Kalihi
3. <b>96761</b> Lahaina – West Maui		3. <b>96706</b> Ewa Beach, Kapolei
4. <b>96819</b> Moanalua		4. <b>96797</b> Waipahu, Royal Kunia, Waikēle
5. <b>96706</b> Ewa Beach, Kapolei		5. <b>96707</b> Kapolei

## AUW 211 2025 Metrics

**51,576**

CONTACTS RECEIVED

**38,923**

REFERRALS MADE

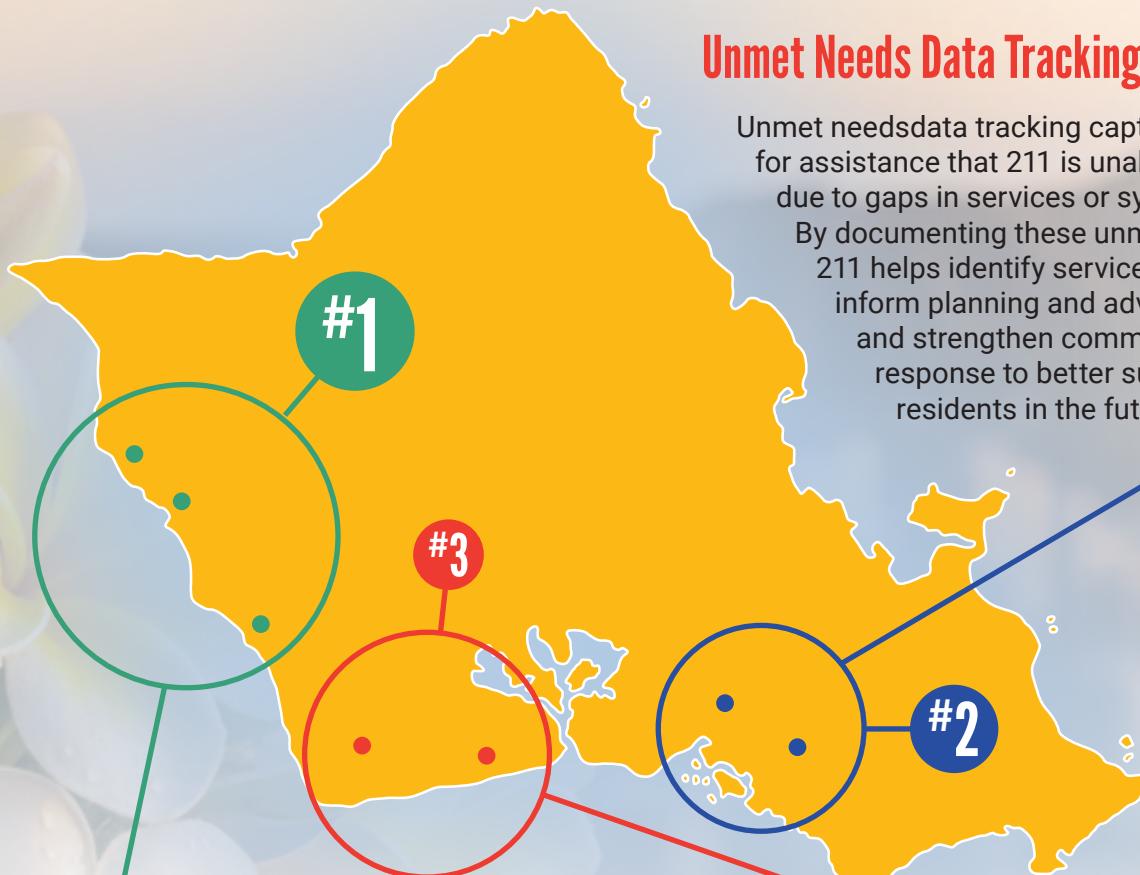
**8MINS**

AVERAGE CALL TIME

**TOP 3 REQUESTS**

1.HOUSING 2.FOOD 3.UTILITIES

# DATA BY TOP 3 ZIPCODES



## Unmet Needs Data Tracking

Unmet needs data tracking captures requests for assistance that 211 is unable to fulfill due to gaps in services or system capacity.

By documenting these unmet needs, 211 helps identify service shortages, inform planning and advocacy, and strengthen community response to better support residents in the future.

# 96792

Wai'anae, Mākaha, Nānākuli

	2024	2025
Total Cases	1,710	1,974
% of Total	23.82%	26.73%
Kupuna (55+)	32%	25%
Total Unmet Needs	191	177

13%

	2024	2025
Top Requests	<ol style="list-style-type: none"><li>Utility Service Payment Assistance</li><li>Rent Payment Assistance</li><li>Homeless Shelters</li><li>Rental Deposit Assistance</li><li>First/Last Month Rent Payment Assistance</li></ol>	<ol style="list-style-type: none"><li>Utility Service Payment Assistance</li><li>Rent Payment Assistance</li><li>Homeless Shelter</li><li>Food Pantries</li><li>Food Stamps/SNAP Applications</li></ol>
Top Unmet Needs	<ol style="list-style-type: none"><li>Utility Service Payment Assistance</li><li>Rent Payment Assistance</li><li>Rental Deposit Assistance</li><li>Water Service Payment Assistance</li><li>Temporary Financial Assistance</li></ol>	<ol style="list-style-type: none"><li>Rent Payment Assistance</li><li>First/Last Month Rent Payment Assistance</li><li>Rental Deposit Assistance</li><li>Utility Service Payment Assistance</li><li>Mortgage Payment Assistance</li></ol>

# 96817

Nu'uanu-Punchbowl, Kalihi

	2024	2025
<b>Total Cases</b>	1,729	1,887
<b>% of Total</b>	24.06%	25.58%
<b>Kupuna (55+)</b>	41%	37%
<b>Total Unmet Needs</b>	150	154

	2024	2025
<b>Top Requests</b>	1. Homeless Shelter 2. Food Pantries 3. Rent Payment Assistance 4. Utility Service Payment Assistance 5. Food Stamps/SNAP Applications	1. Homeless Shelter 2. Rent Payment Assistance 3. Food Pantries 4. Utility Service Payment Assistance 5. Food Stamps/SNAP Applications
<b>Top Unmet Needs</b>	1. Rent Payment Assistance 2. Utility Service Payment Assistance 3. Rental Deposit Assistance 4. First/Last Month Rent Payment Assistance 5. Homeless Shelter	1. Rent Payment Assistance 2. First/Last Month Rent Payment Assistance 3. Rental Deposit Assistance 4. Utility Service Payment Assistance 5. Food Stamps/SNAP Applications

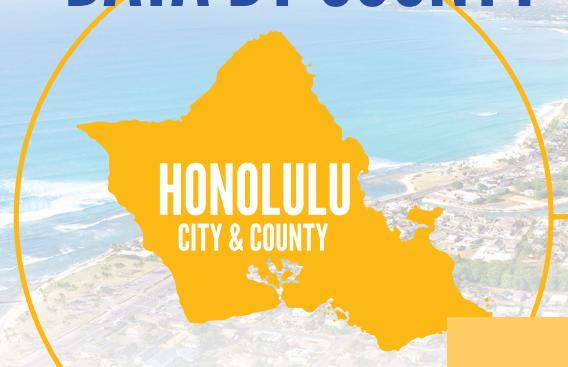
# 96706

Ewa Beach, Kapolei

	2024	2025
<b>Total Cases</b>	1,024	1,328
<b>% of Total</b>	14.28%	17.98%
<b>Kupuna (55+)</b>	27%	25%
<b>Total Unmet Needs</b>	128	121

	2024	2025
<b>Top Requests</b>	1. Utility Service Payment Assistance 2. Rent Payment Assistance 3. Food Stamps/SNAP Applications 4. Food Pantries 5. Homeless Shelter	1. Rent Payment Assistance 2. Utility Service Payment Assistance 3. Food Stamps/SNAP Applications 4. Food Pantries 5. Homeless Shelter
<b>Top Unmet Needs</b>	1. Rent Payment Assistance 2. Utility Service Payment Assistance 3. Rental Deposit Assistance 4. Temporary Financial Assistance 5. Homeless Shelter	1. Rent Payment Assistance 2. First/Last Month Rent Payment Assistance 3. Utility Service Payment Assistance 4. Rental Deposit Assistance 5. Low Income/Subsidized Rental Housing

# DATA BY COUNTY



HONOLULU CITY & COUNTY	2024	2025
Total Cases	15,365	17,377
Kupuna (55+)	37.4%	33%
Total Unmet Needs	1,440	1,425

	2024	2025
<b>Top Zip Codes</b>	<b>1. 96817 2. 96792 3. 96819</b>	<b>1. 96792 2. 96817 3. 96706</b>
<b>Top Requests</b>	1. Utility Service Payment Assistance 2. Rent Payment Assistance 3. Homeless Shelter 4. Food Pantries 5. Food Stamps/SNAP Applications	1. Rent Payment Assistance 2. Homeless Shelter 3. Utility Service Payment Assistance 4. Food Pantries 5. Food Stamps/SNAP Applications
<b>Unmet Needs by Zipcodes</b>	<b>1. 96792 2. 96817 3. 96706</b>	<b>1. 96792 2. 96817 3. 96706</b>
<b>Top Unmet Needs</b>	1. Rent Payment Assistance 2. Utility Service Payment Assistance 3. Rental Deposit Assistance 4. First/Last Month Rent Payment Assistance 5. Homeless Shelter	1. Rent Payment Assistance 2. First/Last Month Rent Payment Assistance 3. Rental Deposit Assistance 4. Utility Service Payment Assistance 5. Low Income/Subsidized Rental Housing



KAUAI COUNTY	2024	2025
Total Cases	201	330
Kupuna (55+)	53%	42%
Total Unmet Needs	22	21

	2024	2025
<b>Top Zip Codes</b>	<b>1. 96766 2. 96746 3. 96756</b>	<b>1. 96766 2. 96746 3. 96756</b>
<b>Top Requests</b>	1. Homeless Shelter 2. Rent Payment Assistance 3. Food Stamps/SNAP Applications 4. Food Pantries 5. First/Last Month Rent Payment Assistance	1. Homeless Shelter 2. Rent Payment Assistance 3. Food Stamps/SNAP Applications 4. Food Pantries 5. Utility Service Payment Assistance
<b>Unmet Needs by Zipcodes</b>	<b>1. 96766 2. 96746 3. 96756</b>	<b>1. 96766 2. 96746 3. 96756</b>
<b>Top Unmet Needs</b>	1. Rent Payment Assistance 2. Rental Deposit Assistance 3. EBT Card Services 4. Emergency Dental 5. First/Last Month Rent Payment Assistance	1. Rent Payment Assistance 2. Rental Deposit Assistance 3. At Risk/Homeless Housing Related Assistance 4. Case/Care Management 5. Disaster Related Case Management



MAUI COUNTY	2024	2025
Total Cases	3,353	2,736
Kupuna (55+)	55%	47%
Total Unmet Needs	414	326

	2024	2025
<b>Top Zip Codes</b>	<b>1. 96761 2. 96753 3. 96793</b>	<b>1. 96761 2. 96753 3. 96793</b>
<b>Top Requests</b>	1. Food Stamps/SNAP Applications 2. Rent Payment Assistance 3. Food Pantries 4. Disaster 5. Homeless Shelter	1. Rent Payment Assistance 2. Food Stamps/SNAP Applications 3. Low Income/Subsidized Rental Housing 4. Food Pantries 5. Homeless Shelter
<b>Unmet Needs by Zipcodes</b>	<b>1. 96761 2. 96793 3. 96753</b>	<b>1. 96761 2. 96753 3. 96793</b>
<b>Top Unmet Needs</b>	1. Disaster Support Services 2. Rent Payment Assistance 3. Food Stamps/SNAP Applications 4. Temporary Financial Assistance 5. Rental Deposit Assistance	1. Disaster Support Services 2. Low Income/Subsidized Rental Housing 3. Rent Payment Assistance 4. Rental Deposit Assistance 5. Homeless Shelter



HAWAII COUNTY	2024	2025
Total Cases	1,156	1,529
Kupuna (55+)	48%	38%
Total Unmet Needs	143	126

	2024	2025
<b>Top Zip Codes</b>	<b>1. 96720 2. 96740 3. 96778</b>	<b>1. 96720 2. 96740 3. 96778</b>
<b>Top Requests</b>	1. Utility Service Payment Assistance 2. Homeless Shelter 3. Food Stamps/SNAP Applications 4. Rent Payment Assistance 5. Food Pantries	1. Rent Payment Assistance 2. Utility Service Payment Assistance 3. Food Stamps/SNAP Applications 4. Food Pantries 5. Homeless Shelter
<b>Unmet Needs by Zipcodes</b>	<b>1. 96720 2. 96778 3. 96740</b>	<b>1. 96720 2. 96740 3. 96778</b>
<b>Top Unmet Needs</b>	1. Utility Service Payment Assistance 2. Homeless Shelter 3. Rent Payment Assistance 4. Rental Deposit Assistance 5. Water Bill Payment Assistance	1. Utility Service Payment Assistance 2. Rent Payment Assistance 3. Homeless Shelter 4. Rental Deposit Assistance 5. Food Pantries

# HIGHLIGHTS • PARTNERS • COLLABORATIONS

## Strengthening Access Through Collaboration

211 works best when systems work together. In 2025, Aloha United Way continued to expand partnerships that improved coordination, reduced barriers, and streamlined referrals—making it easier for people to get help faster.

## Data That Drives Action

Every call, text, and search tells a story. 211 data provides real-time insight into Hawai'i's most pressing needs, helping nonprofits, funders, and policymakers respond more effectively.

## #211 DAY: CELEBRATING CONNECTION

**FEBRUARY 11, 2026**

**On February 11, we celebrate 211 Day**—a moment to recognize the lifeline that helps people find support when they need it most.

From housing and food assistance to healthcare and mental health services, 211 connects individuals and families to local resources 7 days a week. It's free, confidential, and always there.

On #211Day, we also honor the dedicated specialists behind the scenes—compassionate listeners who help people navigate life's toughest moments with care and respect.

**When life gets tough, call or text 211.  
Help starts here.**

## AUW 211 Training with Pashyn Santos

### 2025 AUW Workplace Campaign Video

Pashyn's memorable video "**211 Specialist in Training**" added a touch of humor to an otherwise serious topic while raising awareness of 211 as a vital community resource.



[YouTube.com/@AlohaUnitedWay](https://www.youtube.com/@AlohaUnitedWay)



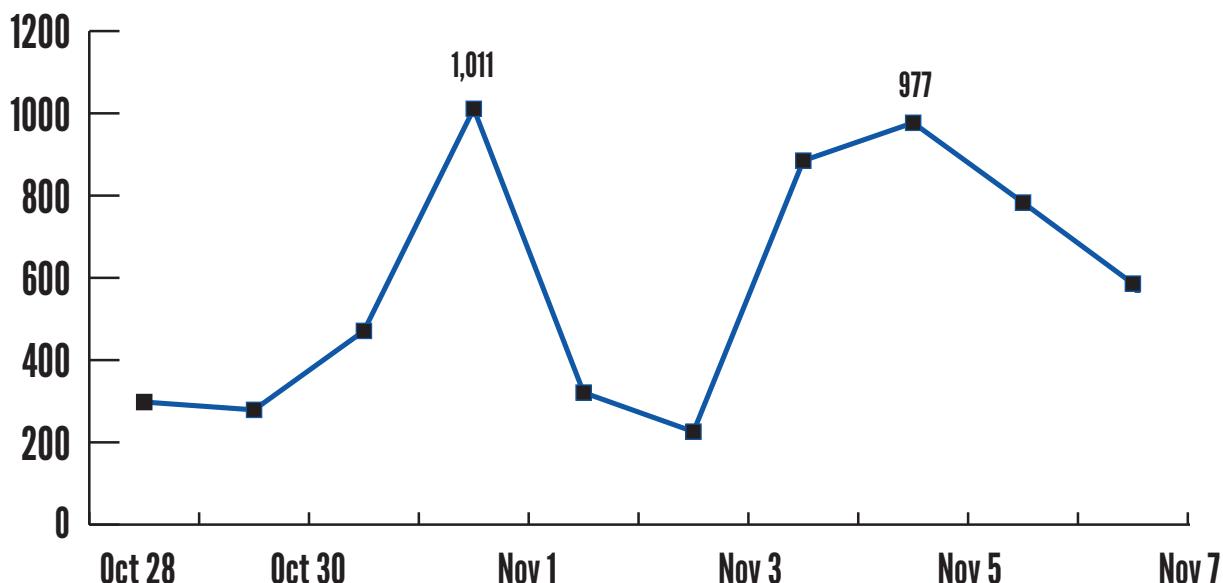
# 211 DISASTER RESPONSE – IMMEDIATE AND LONG TERM

## Responding to the 2025 SNAP Benefits Crisis

In 2025, the Federal Government Shutdown created sudden disruptions to SNAP benefits, leaving many Hawai'i families unsure where to turn for food and basic necessities. During this period of uncertainty, Aloha United Way's 211 Statewide Helpline became a vital source of clarity, connection, and support.

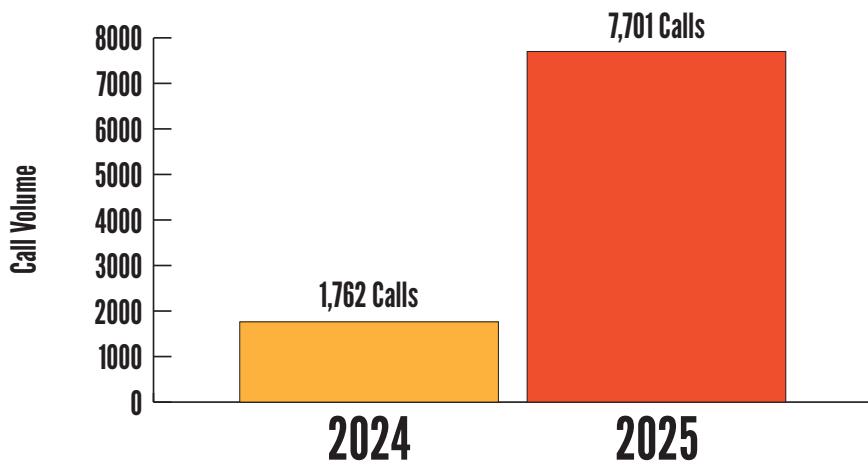
Working closely with the Hawai'i State Department of Human Services, 211 responded to increased call volume by supporting residents by phone, text, and email. Trained 211 Specialists helped callers understand their options and navigate critical programs such as TANF, housing and utility assistance, and the Hawai'i Emergency Food Assistance Program (HEFAP).

Beyond government programs, 211 connected individuals and families to immediate food and emergency support through its network of more than 4,000 community resources statewide. Language access remained central to this response, with services available in more than 180 languages to ensure help reached every community across Hawai'i.



### Call Volume Spike During Crisis in 2025

Within the first two weeks of this crisis (October 27-Nov 8, 2025) call volume spiked 337% compared to the same dates in 2024.



# 211 HOUSING SOLUTIONS

## HAPI (Hawai‘i Affordable Properties) Pilot

In January 2025, AUW 211 launched the Hawai‘i Affordable Properties Pilot (HAPI) to address the growing need for proactive, coordinated housing navigation. Built on AUW 211’s statewide helpline infrastructure, HAPI helps callers experiencing housing or financial instability move more quickly from inquiry to opportunity.

Through eligibility screening and direct property matching, 211 specialists connect households to qualifying affordable housing and send referrals directly to property managers—reducing barriers and eliminating the need to navigate multiple systems. Follow-up check-ins ensure referrals stay on track and connect families to additional supports such as SNAP, utility assistance, and case management.

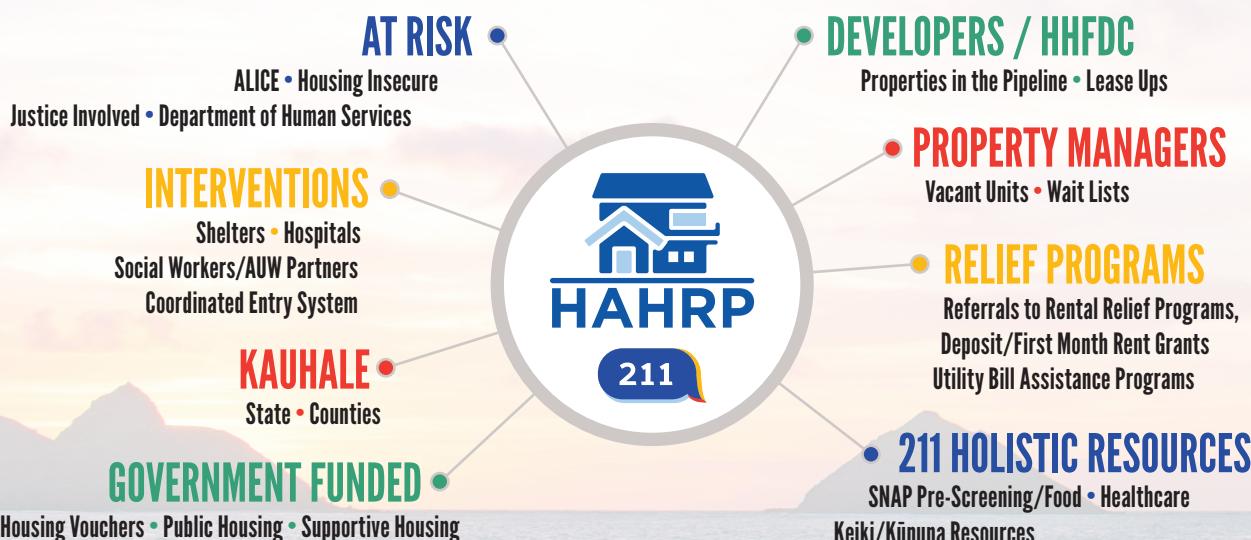
### IMPACT

HAPI shifts housing navigation from crisis response to a more coordinated, data-informed approach. The pilot also laid the groundwork for the Hawai‘i Affordable Housing Resource Portal (HAHRP), a future statewide tool designed to centralize housing information, expand access for ALICE households, and provide insights for housing providers and policymakers.

- 264 unique clients served across O‘ahu, Maui, and Hawai‘i Island
- 500 referrals sent to 7 participating affordable housing properties
- Average household size: 3 people
- Average annual gross income: \$29,353

## COMING SOON – Hawai‘i Affordable Housing Resource Portal

Building on the success of the HAPI pilot, AUW211 is advancing the Hawai‘i Affordable Housing Resource Portal (HAHRP), a statewide, one-stop platform for affordable rental housing integrated with wraparound support. This initiative moves beyond fragmented systems toward a coordinated, client-centered approach that simplifies access and accelerates housing stability.



# 5 THINGS TO KNOW ABOUT 211

## 1. Easy, free, and confidential

Dial 211, text, or search online—it's a simple, three-digit number available statewide. Support is free, confidential, and available 7 days a week from 7am–10pm.



## 2. Neighbors helping neighbors

Trained specialists listen first, talk story with each caller, then connect people to local resources that meet both immediate and underlying needs.



## 3. Critical in times of crisis and disaster

During emergencies, 211 helps ease pressure on 911 by providing accurate, real-time information and recovery resources, such as state and county information, evacuation routes, shelter information, and emergency resources from AUW partners.



## 4. Powered by partnership

211 works because of strong collaboration with nonprofits, government agencies, and community organizations across Hawai'i. It is a gateway to Hawai'i's Safety Net.

## 5. Accessible to all

Real-time interpretation available in 180 languages.



### Call 211

or local: [808-275-2000](tel:808-275-2000)  
toll-free: [1-877-275-6569](tel:1-877-275-6569)



### Text "Help"

to: [877-275-6569](tel:877-275-6569)



### Search

[search.auw211.org](http://search.auw211.org)

Browse all active resources  
on our online search  
engine, available 24/7.



### Live Chat

7 am - 10 pm  
7 days a week.



### Email

[info211@auw.org](mailto:info211@auw.org)

To help find resources in your area and for reporting purposes, you will be asked to provide your zip code, age, and gender identity.

# 211 STORIES OF IMPACT

## Why 211 Matters

Every day, thousands of people turn to **211** with questions big and small—sometimes in crisis, sometimes just needing a little guidance. What they find is a caring human connection and a path forward.

211 exemplifies Aloha United Way's commitment to health, education, and financial stability for every person in every community.



**211**

Get Connected. Get Help.™



**Neighbors  
Helping  
Neighbors**

### Local Resident Calls for Shelter Assistance

A first-time caller contacted 211 after meeting a homeless man on the street who had no shelter, no ID, and very little food—only peanut butter to eat. All nearby shelters were already full. After learning about the situation, a 211 Specialist identified and texted seven resources, including shelter options, street outreach, food assistance, and SNAP information. The caller expressed gratitude for the immediate support and guidance.



**Maui  
United Way**

*"In the immediate aftermath of the wildfires, 2-1-1 served as a trusted, accessible, and centralized point of connection for thousands of Maui residents navigating displacement, loss of housing, food insecurity, healthcare needs, and emotional distress. At a time when systems were overwhelmed, and information was rapidly changing, the 2-1-1 Call Center provided clarity, stability, and human-centered support. This service became a lifeline for individuals and families who had nowhere else to turn."*

**- Jeeyun Lee, Maui United Way - Chief Executive Officer**

## Dementia Resources and Housing Guidance for a Family Caregiver

A caller reached out from outside Hawai'i seeking options for her mother in Hawai'i, who has Alzheimer's disease and high housing costs. The Specialist explored care and financial needs connecting her to ADRC for long-term planning, shared dementia management resources, and provided rent assistance information. The caller felt prepared to support her sisters and relieved to have clear next steps.



## Wheelchair Repair Leads to Veteran Support and Gratitude

A caller seeking wheelchair repairs for his brother was supported with multiple medical equipment referrals after prior options were not a good fit. During the call, the Specialist learned the brother was a retired Military Officer who had never accessed VA benefits and provided a referral to the VA. The caller expressed deep appreciation, interest in donating to AUW, and consented to share a testimonial highlighting the Specialist's kindness.

## Wheelchair Repair Veteran Services



## A Gateway to Hawai'i's Safety Net

*"The AUW 211 Statewide Helpline was critical in helping our community navigate uncertainty during the government shutdown and SNAP crisis. Through 211, residents were directed to food distribution sites, online resources, and clear, up-to-date information about the Hawai'i Emergency Food Assistance Program. This partnership expanded our reach and strengthened our collective ability to serve our most vulnerable residents."*

**- Amy Miller,** Hawai'i Foodbank - President and CEO



# MAHALO

Thank you to our community partners, funders, and donors who make 211 possible. Your support ensures that help is always just three digits away.

**Call or text 211. Because everyone deserves support—anytime, anywhere.**

**AUW211.org**



**TAKE ACTION**  
Call 211 • Support 211  
Donate to 211

**211**

Get Connected. Get Help.™