

## 2-1-1 NH

### Statewide Referred Services

3/1/11 – 3/31/11

Total Calls in Date Range: 4, 146

992 Tax Preparation Assistance

257 Heating Fuel Bill Payment Assistance

237 Tax related inquiry

213 Undesignated Temporary Financial Assistance

9 Veterans

1 Brain Injuries

1 English Community

175 Specialized Information and Referral

76 Disabilities Issues

69 Older Adults

10 Drug Abuse Issues

5 Alcohol Abuse Issues

5 Mental Health Issues

4 Caregivers

2 Kinship Caregivers \* Grandparents

1 Gay/Lesbian/Bisexual/Transgender Issues

1 Homeless Youth

1 Infertility

1 Military Reserves

1 Parenting Issues

1 Suicide Attempt Survivors \* Families/Friends of Suicides

1 Work Registration \* Medicaid Recipients

156 Electric Bill Payment Assistance

145 Rent Payment Assistance

1 At Risk Homeless

1 Former Foster Children

144 Legal Counseling

55 Low Income

35 Low Income \* Housing Issues

19 Older Adults

14 Diseases/Disabilities \* Social Security Issues

6 Older Adults \* Housing Issues

5 Housing Issues \* Public Housing Residents

5 Mortgage Foreclosure Information

4 Low Income \* Mortgage Foreclosure Information

3 Disabilities Issues

2 Low Income \* Divorce/Custody/Support Issues

2 Low Income \* Welfare Rights Assistance

1 Housing Issues  
1 Low Income \* Consumer Law  
113 Emergency Shelter Clearinghouses  
100 Comprehensive Information and Referral  
95 Food Stamp Applications  
91 Food Pantries  
80 Rental Deposit Assistance  
    1 At Risk Homeless  
    1 Homeless People  
69 Follow Up Call  
65 General Inquiry  
64 Hang-Up  
63 Lawyer Referral Services  
    32 Middle Income  
    20 Low Income  
57 411 Call  
56 Low Cost Home Rental Listings  
50 Housing Authorities  
43 Dental Care  
    22 People Without Health Insurance  
    3 Adults  
    2 People Without Health Insurance \* Children  
    1 People Without Health Insurance \* Older Adults  
    1 People Without Health Insurance \* People with Chronic Illnesses  
38 Community Mental Health Agencies  
    1 Older Adults  
38 Health Care Discount Enrollment Programs  
    37 Low Income \* People Without Health Insurance  
36 Community Clinics  
35 Community Shelters  
    11 Homeless Families  
    7 Homeless Individuals  
    2 Women  
    1 Men  
33 Legal Information Lines  
32 Directory Assistance  
31 Referral to Dental Practitioners Accepting Medicaid  
27 Transitional Housing/Shelter  
    3 Families  
    3 Homeless Families  
    2 Homeless Individuals  
    2 Young Adults  
    1 Chronic/Severe Mental Illness

- 1 Single Mothers
- 25 Administrative - 2-1-1 Staff
- 24 Drug Related Crisis Intervention
- 24 Medical Transportation
  - 11 Medicaid Recipients
  - 2 Older Adults
  - 1 Veterans
- 23 Call Back
- 23 General Acute Care Hospitals
- 23 Wrong Number
- 21 Child Care Provider Referrals
- 21 Child Custody/Visitation Assistance
  - 21 Low Income
- 21 Comprehensive Outpatient Drug Abuse Treatment
  - 2 Women
- 21 Domestic Violence Hotlines
- 21 Job Search Resource Centers
  - 1 Older Adults \* Low Income
  - 1 Veterans
  - 1 Young Adults
- 20 Homeless Financial Assistance Programs
  - 1 Chronic/Severe Mental Illness
- 20 Inpatient Drug Abuse Treatment
- 20 Municipal Police
- 19 Disability Related Transportation
  - 9 Medicaid Recipients
  - 2 Wheelchair Users
  - 1 Mental Illness/Emotional Disabilities
- 19 Disease/Disability Information
  - 3 Autism
  - 3 Mental Health Issues
  - 2 Brain Injuries
  - 2 Chronic Pain
  - 2 Deafness \* Hard of Hearing
  - 1 Asthma
  - 1 Bipolar Disorder
  - 1 Down Syndrome
  - 1 Multiple Sclerosis
  - 1 Sexually Transmitted Disease
  - 1 Stroke
  - 1 Sudden Infant Death Syndrome
- 19 Family Support Centers/Outreach
  - 1 Kinship Caregivers \* Grandparents

- 19 Local Bus Transit Services
- 18 Prescription Drug Patient Assistance Programs
- 18 WIC Applications/Certification
- 17 Cell Phones
  - 17 Low Income
  - 1 Older Adults
- 17 Social Security Disability Applications
- 16 Prescription Expense Assistance
- 16 Static Call
- 15 Accidental Call
- 15 HUD Approved Counseling Agencies
  - 1 Disabilities Issues
- 15 Individual Counseling
  - 1 Alcohol Abusers
  - 1 Anxiety Disorders
  - 1 Bipolar Disorder
- 15 Physician Referral Services
  - 9 Opioid Detoxification
- 14 Automobile Purchase Loans
- 14 Child Abuse Reporting/Emergency Response
- 14 Community Foundations
- 13 Alcohol Related Crisis Intervention
- 13 General Clothing Provision
- 13 Public Utility Regulation/Deregulation
- 12 CHIP Programs
- 12 Consumer Law
  - 7 Low Income
  - 1 Older Adults
- 12 Gas Money
- 12 Home Rehabilitation Grants
- 12 Mortgage Payment Assistance
  - 1 At Risk Homeless
- 12 Senior Ride Programs
- 11 Federal Income Tax Information
- 11 Home Rehabilitation Services
- 11 Public Defender
- 10 Adult Protective Intervention/Investigation
- 10 Bankruptcy Assistance
- 10 Child Support Assistance/Enforcement
- 10 Dentist Referrals
  - 10 Low Income
- 10 Dentures
- 10 Divorce Assistance

- 10 Low Income
- 10 Glasses/Contact Lenses
- 10 Medicaid Applications
- 10 Senior Housing Information and Referral
- 10 Street Outreach Programs
  - 5 Homeless Families
  - 5 Homeless Individuals
- 9 2-1-1 Literature Request
- 9 Administrative Entities
  - 2 Adult Literacy Programs
  - 1 Energy Information Lines
  - 1 Homelessness Issues
  - 1 State Parks
- 9 Comprehensive Outpatient Alcoholism Treatment
  - 1 Dual Diagnosis
- 9 Discounted Heating Fuel
- 9 Elderly/Disabled Home Rental Listings
- 9 Food Cooperatives
- 9 General Furniture Provision
  - 2 Disaster Victims
- 9 General Paratransit/Community Ride Programs
- 9 Government Surplus Food Distribution Sites
- 9 Medical Information Lines
- 9 Motor Vehicle Registration
- 9 Opioid Detoxification
- 9 Referral to Physicians Accepting Medicaid
- 9 Veteran Benefits Assistance
- 9 Welfare Rights Assistance
  - 7 Low Income
  - 1 Diseases/Disabilities
  - 1 Older Adults
- 8 Adult Psychiatric Inpatient Units
- 8 Alcohol Dependency Support Groups
  - 1 Teenage Alcoholics
- 8 Automobiles
- 8 Building Inspection
- 8 Food Stamp Appeals/Complaints
- 8 Home Delivered Meals
  - 3 Older Adults
  - 1 Physical Disabilities
- 8 Homeless Drop In Centers
- 8 Inpatient Alcoholism Treatment
- 8 Rooming/Boarding Houses

- 1 Recovering Alcoholics
- 8 Section 8 Housing Choice Vouchers
- 8 Volunteer Recruitment/Placement
  - 1 Older Adult Volunteers
- 7 Credit Counseling
- 7 GED Instruction
- 7 Governor Offices
- 7 Helplines/Warmlines
- 7 High Risk Health Insurance Pools
- 7 LADC
- 7 Medicare Information/Counseling
- 7 Mortgage Delinquency and Default Resolution Counseling
- 7 Student Financial Aid
  - 1 Young Adults \* Former Foster Children
- 7 TANF Applications
- 7 Tax Forms
- 7 Veterinary Bill Assistance
  - 5 Neuter/Spay Services
  - 1 Emergency Veterinary Services
- 7 Weatherization Programs
- 6 Bed Bug Information
- 6 Glasses Donation Programs
- 6 Labor Standards and Practices
- 6 Local Electric Utility Companies
- 6 Mental Health Hotlines
  - 1 Adolescents
- 6 Methadone Maintenance
- 6 Occupational/Professional Licensing and Certification
- 6 Unemployment Insurance
- 6 Vocational Rehabilitation
- 6 Volunteer Opportunities
- 5 Animal Control
- 5 Better Business Bureaus
- 5 Case/Care Management
  - 2 Older Adults
  - 2 Single Parent Families \* At Risk Families
  - 1 At Risk Homeless
- 5 Head Start Sites
- 5 Home Rehabilitation Loans
- 5 Homemaker Assistance
  - 2 Older Adults
  - 1 Families
- 5 Mental Health Related Support Groups

- 2 Depression \* Bipolar Disorder
  - 1 Anxiety Disorders
  - 1 Women \* Depression \* Bipolar Disorder
- 5 Non-Medically Assisted Alcohol Detoxification
- 5 Occasional Medical Equipment/Supplies
- 5 Parenting Helplines
- 5 Parenting Skills Classes
  - 1 Teenage Parents
- 5 Post Offices
- 5 Public Health Advisories
- 5 Respite Care
  - 2 Alzheimer's Disease
  - 1 Autism
  - 1 Developmental Disabilities
- 5 Social Security Numbers
- 5 Soup Kitchens
- 5 State Government Information Lines
- 5 Suicide Prevention Hotlines
- 5 Thrift Shops
- 5 United States Senate Offices
- 4 Agency Update
- 4 Anger Management
  - 2 Adolescents
  - 1 Parents
- 4 Animal Shelters
- 4 Burial/Cremation Expense Assistance
- 4 Case/Care Management Referrals
  - 4 At Risk Homeless
- 4 Child Passenger Safety Seats
  - 2 Infants/Toddlers
- 4 Computer Classes
  - 1 Older Adults
- 4 Day Camps
  - 2 Boys
- 4 Disability Rights Groups
- 4 Domestic Violence Shelters
- 4 Drug Abuse Hotlines
- 4 Eviction Assistance
  - 2 Low Income
- 4 Eye Screening
  - 1 Low Income
  - 1 Older Adults
- 4 Family Law Courts

- 4 General Relief Appeals/Complaints
- 4 Home Nursing
- 4 Individual Advocacy
  - 3 Disabilities Issues
  - 1 Diseases/Disabilities
- 4 Intellectual Property Law
- 4 Language Interpretation
  - 1 Hispanic/Latino Community
- 4 Public Libraries
- 4 Smoking Cessation
- 4 Social Model Drug Detoxification
- 4 State Administered SSI Supplement Programs
- 4 Telephone Bill Payment Assistance
- 4 Temporary Employment
- 3 Adolescent/Youth Counseling
- 3 Adult Probation
- 3 Antitrust Complaints
- 3 Automobile Donation Programs
- 3 Bad Weather Shelters
  - 3 Homeless Individuals
- 3 Bus Fare
- 3 Camperships
  - 1 Children
- 3 Chambers of Commerce
- 3 Child Care Subsidies
- 3 Clothing Vouchers
- 3 Colleges/Universities
- 3 Co-Parenting Workshops
- 3 Developmental Assessment
  - 2 Children
- 3 Drug Dependency Support Groups
- 3 Elder Abuse Reporting
- 3 Food Vouchers
- 3 Furniture/Home Furnishings Donation Programs
- 3 General Crisis Intervention Hotlines
- 3 Health Related Support Groups
  - 1 Brain Injuries
  - 1 Cancer
- 3 Hearing Aids
- 3 Home Maintenance and Minor Repair Services
  - 2 Clutterers/Hoarders
  - 1 Older Adults
- 3 Homebuyer/Home Purchase Counseling



- 3 Homeless Shelter: Families
- 3 Homeless Shelter: Men
- 3 Language Translation
- 3 Legal Representation
  - 1 Disabilities Issues
- 3 Low Cost For Sale Homes/Housing Units
- 3 Managed Health Care Information
- 3 Medicaid Appeals/Complaints
- 3 Medicaid Prior Authorization
- 3 Medical Bill Payment Assistance
  - 2 Cancer
    - 1 Spinal Cord Injuries
- 3 Mental Health Drop In Centers
  - 1 Peer Counseling
- 3 Middle Schools
- 3 Mold Pollution Information
- 3 Mortgage Foreclosure Information
- 3 Personal - 2-1-1 Staff
- 3 Protection and Advocacy for Individuals with Disabilities
- 3 Secondary/High Schools
- 3 Sober Living Homes
- 3 Social Security Disability Appeals/Complaints
- 3 Social Security Retirement Benefits
- 3 State Police
- 3 State/Local Health Insurance Program Appeals/Complaints
- 3 Suicide Counseling
- 3 Trash/Garbage Pickup
- 3 Unemployment Insurance Benefits Assistance
  - 3 Low Income
- 3 Urgent Care Centers
- 3 Water Bill Payment Assistance
- 2 Alcoholic Beverages Complaints
- 2 Alcoholism Hotlines
- 2 Area Agencies on Aging
- 2 Bankruptcy Courts
- 2 Beds
- 2 Beer/Liquor Licenses
- 2 Budget and Finance Offices
- 2 Caregiver Counseling
- 2 Child Care Centers
- 2 Child Care Provider Licensing
- 2 Community Colleges
  - 1 Human/Social Services Issues

- 2 Dental Associations
- 2 Disability Related Support Groups
- 2 Driver Licenses
- 2 Driving Safety Education
- 2 Drug Abuse Counseling
- 2 Electronics/Small Appliance Donation Programs
- 2 Elementary Schools
- 2 Employment Discrimination Assistance
- 2 English as a Second Language
  - 1 Hispanic/Latino Community
- 2 Ex-Offender Halfway Houses
- 2 Ex-Offender Reentry Programs
- 2 Extended Day Care
- 2 Eye Care
- 2 Families/Friends of Alcoholics Support Groups
- 2 Fire Stations
- 2 Gay/Lesbian/Bisexual/Transgender Advocacy Groups
- 2 General Bereavement Support Groups
- 2 General Clothing Donation Programs
- 2 General Consumer Complaints
- 2 Government Consumer Protection Agencies
- 2 Health Insurance Premium Assistance
- 2 Health Related Advocacy Groups
- 2 Home Based Parenting Education
  - 1 At Risk Families
  - 1 Court Referred Individuals
- 2 Home Sanitation
- 2 Homeless Motel Vouchers
- 2 Identity Theft Reporting
- 2 Insurance Complaints
- 2 Job Corps
- 2 Legal Associations
- 2 Marriage Counseling
- 2 Maternity Homes
  - 1 Pregnant Teens
- 2 Mayors Offices
- 2 Medicare Appeals/Complaints
- 2 Mental Health Facility Complaints
- 2 Mobile Health Care
  - 2 Homeless People
- 2 Motor Vehicle Titles
- 2 Outreach Programs
  - 2 Deafness \* Hard of Hearing

- 2 Parental Visitation Facilitation
- 2 Personal Finances/Budget Counseling
- 2 Personal/Grooming Supplies
- 2 Pregnancy Testing
  - 1 Adolescents
- 2 Preschools
- 2 Prescription Drug Discount Cards
- 2 Property Tax Payment Assistance
- 2 Property Tax Rebate Information
- 2 Public Health Permits
- 2 Recreation Centers
- 2 Red Cross Disaster Service Centers
- 2 Representative Payee Services
- 2 Residential Alcoholism Treatment
  - 1 Dual Diagnosis
- 2 Residential Camps
  - 2 Low Income
    - 1 Girls
- 2 Residential Drug Abuse Treatment
  - 2 Religious Organizational Perspective
    - 1 Adolescents
- 2 Restaurant/Food Sanitation
- 2 Senior Centers
- 2 Sexual Assault Hotlines
- 2 Sexually Transmitted Disease Screening
- 2 Sheriff
- 2 Small Business Development
- 2 Small Business Loans
- 2 Subject Specific Public Awareness/Education
  - 1 Chronic Obstructive Pulmonary Disease
  - 1 Mental Health Issues
- 2 Traffic/Parking Violation Assistance
- 2 United States House of Representatives Offices
  - 1 211 Systems
  - 1 Abortion Referrals
  - 1 ADA Implementation Assistance
  - 1 Adoption Counseling and Support
  - 1 Adult Day Program Centers
  - 1 Adult Parole
  - 1 Adult Psychiatric Hospitals
  - 1 Adult/Child Mentoring Programs
  - 1 Alcohol Abuse Education/Prevention
  - 1 Alcohol Party Reporting

- 1 Animal Adoption
- 1 Animal Regulation
- 1 Assisted Living Facilities
- 1 Assistive Listening Devices
- 1 Assistive Technology Loan
- 1 Automotive Repair
- 1 Baby Clothing
- 1 Baby Clothing/Diaper Donation Programs
- 1 Baby Furniture
- 1 Bedding/Linen
- 1 Bereaved Parent Support Groups
  - 1 Sudden Infant Death Syndrome
- 1 Birth Certificates
- 1 Birth Control
- 1 Brush Removal
- 1 Business Registration/Licensing
- 1 Camp Referrals
- 1 Caregiver/Care Receiver Support Groups
- 1 Children's Rights Groups
- 1 Children's/Adolescent Residential Treatment Facilities
  - 1 Autism
- 1 Citizenship and Immigration Services Offices
- 1 Citizenship Education
- 1 Companion Dogs
- 1 Computer Donation Programs
- 1 Computers
- 1 Congregate Meals/Nutrition Sites
- 1 Constitutional/Civil Rights Groups
- 1 Cosmetologist Complaints
- 1 County Correctional Facilities
- 1 Credit Card Fraud Reporting
- 1 Credit Reports
- 1 Criminal State Trial Courts
- 1 Day Habilitation Programs
  - 1 Brain Injuries
- 1 Day Labor
- 1 Debt Consolidation Services
- 1 Diabetes Management Clinics
- 1 Disaster Donations Coordination
- 1 Domestic Violence Support Groups
- 1 Drug Abuse Education/Prevention
- 1 Drug Related Recovery Homes/Halfway Houses
- 1 DUI Offender Programs

- 1 Early Head Start Sites
- 1 Easter Assistance
- 1 Eating Disorders Treatment
  - 1 Bulimia
- 1 Emergency Room Care
- 1 Emotions Anonymous Support Groups
- 1 Employment Related Advocacy Groups
  - 1 Active Military
- 1 Energy Conservation Rebates
- 1 Family Caregiver Subsidies
- 1 Family Counseling
- 1 Flu Shots
- 1 Formula/Baby Food
- 1 Fundraising and Resource Development Support
- 1 Gas Bill Payment Assistance
- 1 Gay/Lesbian/Bisexual/Transgender Support Groups
- 1 General Counseling Services
- 1 Hazardous Waste Control
- 1 Hearing Screening
- 1 HIV Testing
- 1 Home Barrier Evaluation/Removal
  - 1 Physical Disabilities
- 1 Home Health Aide Services
- 1 Homeless Shelter
- 1 Homeless Shelter: Women
- 1 Hospice Care
- 1 Housing Complaints
- 1 Immigrant Labor Certification Adjudication
- 1 In Home Meal Preparation
- 1 Independent Living Skills Instruction
- 1 Infertility Services
- 1 Inpatient Rehabilitation
  - 1 Brain Injuries
- 1 International Adoption
- 1 Internet Fraud Reporting
- 1 Internet Referral Given
- 1 Involuntary Psychiatric Intervention
- 1 Job Search/Placement
  - 1 Nursing Assistants
- 1 Judge Complaints
- 1 Juvenile Diversion
- 1 Law Enforcement Complaints
- 1 Lead Paint Abatement

- 1 Life Care Planning
- 1 Life Insurance
- 1 Life Skills Education
- 1 Local Gas Companies
- 1 March 2011 Weather Event
- 1 Mediation
- 1 Medication Disposal
- 1 Mental Health Issues
- 1 Military Donations/Relief Programs
- 1 Military Recruitment Programs
- 1 Name Change Assistance
- 1 Neuter/Spay Services
- 1 Nonprofit/Philanthropic Associations
- 1 Nursing Facilities
- 1 Nursing Facility Complaints
- 1 Parent Support Groups
  - 1 Parents of Teens
- 1 Parent/Child Activity Groups
- 1 Peer Counseling
  - 1 Domestic Violence Issues
- 1 Pet Food
- 1 Physician/Surgeon Complaints
- 1 Poison Control
- 1 Predatory Lending Assistance
- 1 Pregnancy Counseling
- 1 Program Development Funds
- 1 Public Facility Health Inspection
- 1 Public Foundations
  - 1 Down Syndrome
- 1 Radon Information
- 1 Rental Security Deposit Complaints
- 1 Ride Sharing Programs
- 1 Salvation Army
- 1 Sanitary Landfills
- 1 School Complaints
- 1 School Districts
- 1 School Supplies
  - 1 College/University Students
- 1 Scouting Programs
  - 1 Boys
- 1 Security Deposit Assistance
- 1 Senior Advocacy Groups
- 1 Senior Community Service Employment Programs

- 1 Separation/Divorce Support Groups
- 1 Sexual Assault/Incest Support Groups
- 1 Smoking Regulation
- 1 Social Security Burial Benefits
- 1 Social Security Survivors Insurance
- 1 Special Education Advocacy
- 1 Specialized Telecommunications Equipment
- 1 State Attorneys General
- 1 Street Construction/Repair
- 1 Supported Living Services for Adults with Disabilities
  - 1 Dual Diagnosis
- 1 System Advocacy
- 1 TANF Appeals/Complaints
- 1 Telecommunication Relay Services
- 1 Telephone Solicitation Complaints
- 1 Therapeutic Camps
- 1 Therapy Referrals
- 1 Toll Road/Bridge Passes
- 1 Traffic School
- 1 Tutoring Services
  - 1 Adults
- 1 Unclaimed Property Assistance
- 1 Underage Alcohol Party Reporting
- 1 Veteran Home Loans
- 1 Veterans Administration Hospitals
- 1 Volunteer Program Recruitment Assistance
- 1 Voter Registration Offices
- 1 Weather Information
- 1 Weather Reports
- 1 Wild Animal Preservation/Protection
- 1 Women's Health Centers
- 1 Work Clothing
  - 1 Work Clothing Donation Programs
    - 1 Women