

## 2-1-1 NH

### Statewide Referred Services

11/1/10 – 11/30/10

**Total Calls In Date Range: 2, 832**

219 Heating Fuel Bill Payment Assistance

211 Legal Counseling

41 Low Income

35 Low Income \* Divorce/Custody/Support Issues

29 Low Income \* Welfare Rights Assistance

27 Older Adults

15 Housing Issues

14 Eviction Assistance

10 Diseases/Disabilities \* Welfare Rights Assistance

7 Disabilities Issues

7 Low Income \* Consumer Law

7 Low Income \* Housing Issues

6 Mortgage Foreclosure Information

5 Diseases/Disabilities \* Public Assistance Issues

5 Diseases/Disabilities \* Social Security Issues

3 Low Income \* Public Assistance Issues

2 Low Income \* Eviction Assistance

2 Low Income \* Mortgage Foreclosure Information

1 Low Income \* Domestic Violence Issues

1 Older Adults \* Housing Issues

1 Older Adults \* Medicare Appeals/Complaints

1 Older Adults \* Nursing Facilities \* Tenant Rights Counseling

1 Protection and Advocacy for Individuals with Disabilities

177 Undesignated Temporary Financial Assistance

6 Veterans

167 Specialized Information and Referral

70 Disabilities Issues

46 Older Adults

11 Health/Dental Insurance

9 Drug Abuse Issues

7 Families

5 Alcohol Abuse Issues

3 Caregivers

3 Diseases/Disabilities

3 Mental Health Issues

2 Parenting Issues

2 Student Financial Aid

1 Active Military

1 Asperger's Syndrome

1 Cancer

- 1 Death and Dying Issues
- 1 Dyslexia
- 1 Families of Military Personnel/Veterans
- 1 Liver Disease
- 1 Veteran Benefits Assistance
- 1 Veteran/Military Personnel Issues
- 1 Women's Issues
- 144 Rent Payment Assistance
  - 6 At Risk Homeless
- 132 Holiday Gifts/Toys
- 123 Electric Bill Payment Assistance
- 116 Food Pantries
- 95 Emergency Shelter Clearinghouses
- 95 Food Stamp Applications
- 80 Comprehensive Information and Referral
- 58 Rental Deposit Assistance
  - 2 At Risk Homeless
- 52 Christmas Baskets
- 50 Homeless Shelter
  - 16 Families
  - 14 Men
  - 14 Women
  - 4 Homeless Families
  - 3 Homeless Individuals
  - 2 Veterans
- 47 Dental Care
  - 28 People Without Health Insurance
  - 5 Adults
  - 3 People Without Health Insurance \* Children
  - 2 People Without Health Insurance \* Older Adults
  - 1 Homeless People
  - 1 People Without Health Insurance \* People with Chronic Illnesses
- 45 Thanksgiving Baskets
- 40 Health Care Discount Enrollment Programs
  - 40 Low Income \* People Without Health Insurance
- 38 Community Mental Health Agencies
  - 1 Adolescents
- 36 Community Clinics
- 36 Directory Assistance
- 35 Housing Authorities
- 32 Lawyer Referral Services
  - 20 Middle Income
  - 16 Low Income
- 32 Transitional Housing/Shelter
  - 9 Homeless Families

6 Homeless Individuals  
2 Single Mothers  
1 Families  
1 Young Adults  
31 Medical Transportation  
17 Medicaid Recipients  
3 Cancer  
30 Domestic Violence Hotlines  
25 Municipal Police  
24 Cell Phones  
24 Low Income  
1 Older Adults  
24 Homeless Financial Assistance Programs  
24 Job Search Resource Centers  
1 Disabilities Issues  
1 Older Adults \* Low Income  
1 Young Adults  
23 Comprehensive Outpatient Drug Abuse Treatment  
2 Women  
22 Unemployment Insurance  
21 Child Care Provider Referrals  
21 Physician Referral Services  
4 Opioid Detoxification  
20 Dentist Referrals  
20 Low Income  
20 Low Cost Home Rental Listings  
19 Prescription Expense Assistance  
18 Child Abuse Reporting/Emergency Response  
18 Community Shelters  
7 Homeless Families  
4 Homeless Individuals  
1 Homeless Veterans  
1 Pregnant Women  
1 Women  
18 Prescription Drug Patient Assistance Programs  
17 General Clothing Provision  
17 Hospitals  
  
16 Disability Related Transportation  
4 Medicaid Recipients  
2 Wheelchair Users  
1 Veterans  
16 TANF Applications  
15 Medicaid Applications  
15 Public Utility Regulation/Deregulation

- 14 Individual Counseling
  - 1 Major Depression
- 14 Referral to Dental Practitioners Accepting Medicaid
- 14 Thrift Shops
  - 1 Children
- 14 WIC
- 13 Alcohol Dependency Support Groups
- 13 Child Support Assistance/Enforcement
- 13 Inpatient Drug Abuse Treatment
- 12 CHIP Programs
- 12 Government Surplus Food Distribution Sites
- 12 HUD Approved Counseling Agencies
  - 1 Disabilities Issues
- 12 Social Security Disability
- 12 Street Outreach Programs
  - 8 Homeless Individuals
  - 2 Adolescents
  - 2 Homeless Families
- 11 Dentures
- 11 Drug Related Crisis Intervention
- 11 Home Rehabilitation Grants
- 11 Section 8 Housing Choice Vouchers
- 11 Soup Kitchens
- 10 Administrative Entities
  - 4 Energy Information Lines
  - 3 Health Care \* People Without Health Insurance
  - 2 Guardians ad Litem
  - 1 Housing Issues
- 10 General Paratransit/Community Ride Programs
- 10 Information Lines
  - 9 State Trial Courts
  - 1 Health Care
- 10 Medicare Information/Counseling
- 10 Mortgage Delinquency and Default Resolution Counseling
  - 1 Disabilities Issues
- 10 Rooming/Boarding Houses
- 10 Senior Ride Programs
- 9 Alcohol Related Crisis Intervention
- 9 General Furniture Provision
  - 1 Disaster Victims
- 9 Inpatient Alcoholism Treatment
- 9 Local Bus Transit Services
- 9 Mortgage Payment Assistance
  - 1 At Risk Homeless
- 8 Automobiles

8 District Court  
8 Helplines/Warmlines  
8 Homeless Motel Vouchers  
8 Labor Standards and Practices  
8 Legal Information Lines  
    1 Fathers  
8 Local Electric Utility Companies  
8 Medical Information Lines  
    1 Liver Disease  
8 Public Defender  
8 Public Health  
8 Weatherization Programs  
7 Adolescent/Youth Counseling  
    1 Juvenile Offenders  
7 Comprehensive Outpatient Alcoholism Treatment  
    1 Dual Diagnosis  
7 Consumer Law  
7 Furniture/Home Furnishings Donation Programs  
7 Home Rehabilitation Loans  
7 Opioid Detoxification  
7 Post Offices  
6 Child Care Subsidies  
6 Disability Rights Groups  
6 Domestic Violence Shelters  
    1 Gay Men  
6 Drug Abuse Counseling  
    1 Adolescents  
    1 Teenage Drug Abusers  
6 Gas Bill Payment Assistance  
6 Glasses/Contact Lenses  
6 High Risk Health Insurance Pools  
6 Home Delivered Meals  
    2 Older Adults  
6 Medical Equipment/Supplies  
6 Personal Finances/Budget Counseling  
6 State Government Information Lines  
6 Suicide Prevention Hotlines  
6 Thanksgiving Meals  
6 Veteran Benefits Assistance  
5 Children's Clothing  
5 Credit Counseling  
5 Elder Abuse Reporting  
5 Elderly/Disabled Home Rental Listings  
5 General Clothing Donation Programs  
5 Government Information Lines

- 3 Housing Issues
- 2 Unemployment Recipients
- 5 Head Start Sites
- 5 Medicaid
- 5 Medical Bill Payment Assistance
  - 3 Cancer
  - 1 Kidney Disease
- 5 Parenting Skills Classes
  - 1 Parents of Children with Disabilities
- 5 Residential Drug Abuse Treatment
  - 2 Dual Diagnosis
- 5 School Districts
- 5 Senior Housing Information and Referral
- 5 State Administered SSI Supplement Programs
- 5 Transitional Case/Care Management
  - 5 At Risk Homeless
- 5 Volunteer Opportunities
- 5 Volunteer Recruitment/Placement
- 4 Automobile Donation Programs
- 4 Central Intake/Assessment for Psychiatric Services
- 4 Children's Protective Services
- 4 County Correctional Facilities
- 4 Crime Victim Compensation
- 4 Donation Drop Off Points
- 4 Driver Licenses
- 4 Food Stamp Appeals/Complaints
- 4 Individual Advocacy
  - 1 Children
  - 1 Disabilities Issues
  - 1 Older Adults
  - 1 Veteran/Military Personnel Issues
- 4 LADC
- 4 Local Gas Companies
- 4 Medicaid Prior Authorization
- 4 Non-Medically Assisted Alcohol Detoxification
- 4 Psychiatric Inpatient Units
  - 1 Adolescents
- 4 Referral to Physicians Accepting Medicaid
- 4 Smoking Cessation
- 4 State Prisons
  - 3 Men
  - 1 Women
- 4 Veterinary Bill Assistance
  - 1 Emergency Veterinary Services
- 4 Vocational Rehabilitation

- 4 Water Bill Payment Assistance
- 4 Winter Clothing Donation Programs
- 3 Animal Shelters
- 3 Automobile Purchase Loans
- 3 Burial/Cremation Expense Assistance
- 3 Diapers
- 3 Elementary Schools
- 3 Family Counseling
- 3 Fire Services
- 3 GED Instruction
  - 1 Young Adults
- 3 Governor Offices
- 3 Hearing Aids
- 3 Homeless Drop In Centers
- 3 Homemaker Assistance
  - 2 Families
- 3 Insurance Complaints
- 3 Landlord/Tenant Dispute Resolution
- 3 Low Income Home Loans
- 3 Maternity Homes
  - 1 Pregnant Teens
  - 1 Young Adults
- 3 Medicaid Appeals/Complaints
- 3 Mental Health Facility Complaints
- 3 Mental Health Hotlines
  - 3 Adolescents
- 3 Mobile Health Care
  - 3 Homeless People
- 3 Mold Pollution Information
  
- 3 Neuter/Spay Services
  - 2 Low Income
- 3 Occasional Medical Equipment/Supplies
- 3 Peer Counseling
  - 2 Mental Illness/Emotional Disabilities
  - 1 Mental Health Issues
- 3 Prescription Drug Discount Cards
- 3 Property Tax Rebate Information
- 3 Protection and Advocacy for Individuals with Disabilities
- 3 Scholarships
- 3 Senior Community Service Employment Programs
- 3 State Attorneys General
- 3 Telephone Bill Payment Assistance
- 3 United States House of Representatives Offices
- 2 Alcoholism Counseling

- 2 Anger Management
  - 1 Adolescents
- 2 Antitrust Complaints
- 2 Area Agencies on Aging
- 2 Automobile Sales Complaints
- 2 Baby Clothing
- 2 Baby Clothing/Diaper Donation Programs
- 2 Bed Bug Information
- 2 Bedding/Linen
- 2 Beds
- 2 Building Code Enforcement
- 2 Bus Fare
- 2 Business Registration/Licensing
  - 2 Insurance Issues
- 2 Chambers of Commerce
- 2 Children's Clothing Donation Programs
- 2 Civil State Trial Courts
- 2 Crime Victim Support
- 2 Discrimination Assistance
- 2 District Attorney
- 2 Domestic Violence Support Groups
- 2 Educational Grants
  - 1 Women
- 2 Errand Running/Shopping Assistance
- 2 Eye Screening
  - 2 Low Income
- 2 Family Caregiver Subsidies
- 2 Family Support Centers/Outreach
- 2 Fire Stations
- 2 Flu Shots
- 2 Food Cooperatives
- 2 Friendly Visiting
- 2 Government Consumer Protection Agencies
- 2 Health Facility Complaints
- 2 Health Related Support Groups
  - 1 Alzheimer's Disease
  - 1 Lupus Erythematosus
- 2 Home Barrier Evaluation/Removal
- 2 Home Health Aide Services
- 2 Home Nursing
- 2 Home Rehabilitation Programs
- 2 Home Rehabilitation Services
  - 1 Diseases/Disabilities
  - 1 Older Adults
- 2 Homeless Shelter: Families



- 2 Homeless Shelter: Men
- 2 Immigrant Visa Application Filing Assistance
- 2 In Home Assistance
- 2 Job Banks
- 2 Job Corps
- 2 Language Translation
  - 1 Hispanic/Latino Community
- 2 Legislative Advocacy
  - 1 Disabilities Issues
  - 1 Employment Issues \* Disabilities Issues
- 2 Mediation
  - 1 Families
- 2 Medical Equipment/Assistive Technology Donation Programs
  - 2 Asthma
- 2 Mental Health Related Support Groups
  - 1 Depression \* Bipolar Disorder
- 2 Mortgage Foreclosure Information
- 2 Motor Vehicle Registration
- 2 Occupational/Professional Licensing and Certification
- 2 Parenting/Family Support Groups
- 2 Passports
- 2 Pet Food
  - 1 Low Income \* Older Adults
- 2 Poison Control
- 2 Property Tax Payment Assistance
- 2 RSVP Program
- 2 Runaway/Homeless Youth Counseling
- 2 Social Model Drug Detoxification
- 2 Supported Employment
  - 1 Mental Illness/Emotional Disabilities
- 2 Tax Information
- 2 Telephone Solicitation Complaints
- 2 Therapy Referrals
  - 1 Families of Military Personnel/Veterans
- 2 United States Senate Offices
- 2 Voter Registration Offices
- 2 Wheelchairs/Wheeled Mobility
  - 1 Accessibility Related Standards/Legislation Compliance
- 1 Adult Protective Intervention/Investigation
- 1 Adult/Child Mentoring Programs
- 1 Alcoholism Hotlines
- 1 Alcoholism Related Recovery Homes/Halfway Houses
- 1 Art Therapy
- 1 Assistive Technology Equipment
- 1 Automobile Insurance Fraud Reporting

- 1 Automotive Repair
- 1 Baby Furniture
- 1 Baby Furniture Donation Programs
- 1 Bad Weather Shelters
  - 1 Homeless Individuals
- 1 Barber Complaints
- 1 Beer/Liquor Licenses
- 1 Bereaved Parent Support Groups
- 1 Bereavement Counseling
- 1 Better Business Bureaus
- 1 Birth Certificates
- 1 Birth Control
- 1 Boys/Girls Clubs
- 1 Camps
  - 1 At Risk Youth \* Boys
- 1 Career Counseling
- 1 Caregiver Counseling
- 1 Caregiver/Care Receiver Support Groups
- 1 Case/Care Management
  - 1 Older Adults
- 1 Cell Phone Donation Programs
  - 1 Older Adults
- 1 Certificates/Forms Assistance
  - 1 Disabilities Issues
- 1 Child Care Centers
- 1 Child Care Provider Licensing
- 1 Child Custody/Visitation Assistance
  - 1 Fathers
- 1 Citizenship and Immigration Services Offices
- 1 Citizenship Assistance Centers
- 1 Colleges/Universities
- 1 Community Colleges
- 1 Comprehensive Immigration/Naturalization Services
- 1 Computer Classes
  - 1 Older Adults
- 1 Computer Donation Programs
- 1 Constitutional/Civil Rights Groups
- 1 Consumer Complaints
- 1 Consumer Product Safety Complaints
- 1 Consumer Protection Agencies
- 1 Court Ordered DUI Evaluations
- 1 Criminal State Trial Courts
- 1 Death Related Records/Permits
- 1 Debt Consolidation Services
- 1 Disability Parking Permits

- 1 Disability Related Center Based Employment
- 1 Disaster Donations Coordination
- 1 Disaster Related Monetary Fund Management
  - 1 Haitian Community
- 1 Disease/Disability Information
  - 1 Asthma
- 1 Donation Pickups
- 1 Drug Abuse Education/Prevention
- 1 Drug Crime Reporting
- 1 Drug Dependency Support Groups
- 1 Early Head Start Sites
- 1 Early Intervention for Children with Disabilities/Delays
- 1 EBT Card Replacement Services
- 1 Emergency Funds
  - 1 Military Personnel/Contractors \* Families of Military Personnel/Veterans
- 1 Emergency Room Care
- 1 Employment Discrimination Assistance
- 1 Employment Preparation
  - 1 Young Adults
- 1 Employment Transition Counseling
- 1 Energy Conservation Rebates
  
- 1 Ethnic Advocacy Groups
  - 1 African American Community
- 1 Eviction Assistance
- 1 Exercise Classes/Groups
  - 1 Older Adults
- 1 Ex-Offender Halfway Houses
- 1 Families/Friends of Alcoholics Support Groups
- 1 Family Law Courts
- 1 Federal Bureau of Investigation
- 1 Federal Government Information Lines
- 1 Fish and Game Violations Reporting
- 1 Food Banks/Food Suppliers
- 1 Gas Money
- 1 General Consumer Complaints
- 1 General Counseling Services
- 1 General Sexuality/Reproductive Health Education
- 1 Health Care Referrals
- 1 Home Barrier Removal Loans
- 1 Home Based Parenting Education
  - 1 At Risk Families
- 1 Home Improvement/Accessibility
- 1 Home Maintenance and Minor Repair Services
  - 1 Clutterers/Hoarders

- 1 Home Sanitation
- 1 Homebuyer/Home Purchase Counseling
- 1 Housing Discrimination Assistance
- 1 Housing Expense Assistance
  - 1 Former Foster Children
- 1 Identification Cards
- 1 Job Finding Assistance
  - 1 Nursing Assistants
- 1 Job Training
- 1 Kinship Caregiver Support Groups
- 1 Language Interpretation
- 1 Law Enforcement Complaints
- 1 Legal Associations
- 1 Legal Representation
- 1 Libraries
- 1 LITC Programs
- 1 Long Distance Bus Services
- 1 Long Term Care Ombudsman Programs
- 1 Low Cost For Sale Homes/Housing Units
  
- 1 Low Income/Subsidized Private Rental Housing
  - 1 Chronic/Severe Mental Illness
- 1 Marriage Counseling
- 1 Material Goods Donation Information
- 1 Material Goods Donation Matching Services
- 1 Mature Driver Training
- 1 Medicaid (QMB, SLMB, QDWI)
- 1 Medical Expense Assistance
  - 1 Kidney Disease
- 1 Medicare
- 1 Mercy Flights
- 1 Methadone Maintenance
- 1 Mutual Support Group Clearinghouses
  - 1 Kinship Caregivers
- 1 Nutrition Education
- 1 Parent Support Groups
- 1 Parent to Parent Networking
  - 1 Parents of Children with Disabilities
- 1 Parenting Helplines
- 1 Parking Ticket Fine Collection Offices
- 1 Patient to Patient Networking
  - 1 Cancer
- 1 Patient/Family Housing
- 1 Personal Care
  - 1 Disabilities Issues

- 1 Pesticide/Herbicide Control
- 1 Physician/Surgeon Complaints
- 1 Pregnancy Counseling
- 1 Pregnancy Testing
- 1 Probate Courts
- 1 Public Health Advisories
- 1 Public Health Information/Inspection/Remediation
- 1 Rabies Vaccinations
- 1 Recreation Centers
- 1 Red Cross Disaster Service Centers
- 1 Residential Alcoholism Treatment
  - 1 Mothers
- 1 Residential Special Schools
  - 1 At Risk Youth \* Boys
  - 1 Juvenile Offenders
- 1 Respite Care
  - 1 Alzheimer's Disease
- 1 Retirement Counseling
- 1 Reverse Mortgage Programs
- 1 Ride Sharing Programs
- 1 Runaway/Homeless Youth Hotlines
- 1 Scouting Programs
  - 1 Boys
- 1 Secondary/High Schools
- 1 Senior Advocacy Groups
- 1 Senior Centers
- 1 Senior Companion Program
- 1 Sexual Assault/Incest Support Groups
- 1 Shared Housing Facilities
  - 1 Chronic/Severe Mental Illness
- 1 Shelter Complaints
- 1 Sheriff
- 1 Small Claims Courts
- 1 Social Security Burial Benefits
- 1 Social Security Numbers
- 1 Social Security Retirement Benefits
- 1 State Medicaid Waiver Appeals/Complaints
- 1 State Police
- 1 Student Financial Aid
- 1 Student Loans
- 1 System Advocacy
  - 1 Older Adult/Aging Issues
- 1 Tax Preparation Assistance
- 1 Telecommunication Relay Services
- 1 Temporary Employment

1 Tourism Development  
1 Trash/Garbage Pickup  
1 Tutoring Services  
    1 Adult Literacy Programs  
1 Urgent Care Centers  
1 Veteran Home Loans  
1 Veteran/Military Health Insurance  
1 Veterans Administration Hospitals  
1 Volunteer Program Management Assistance  
1 Welfare Fraud Reporting  
1 Welfare to Work Programs  
1 Wildlife Conservation  
1 Work Clothing  
1 Workers Compensation  
1 Yard Work  
    1 Older Adults  
1 Youth Community Service Programs  
**3628 TOTAL Referred Services**