

What Is 2-1-1?

Finding help can be confusing and intimidating. 2-1-1 NH makes it easy. New Hampshire families and individuals no longer need to wade through thousands of nonprofits and government agencies in order to find the services they need.

They can simply call 2-1-1.

2-1-1 NH's AIRS* certified Information & Referral Specialists quickly assess callers' needs and refer them to the help they are seeking. 2-1-1 NH offers callers information on a broad range of services, including food pantries, health resources, support groups, and rental assistance.

2-1-1 NH offers tremendous economic benefits to New Hampshire, including reducing non-emergency calls to 9-1-1 and identifying service gaps.

**AIRS = The Alliance for Information & Referral Specialists, AIRS is the professional association for over 1,200 community Information and Referral (I&R) providers in the United States and Canada and has been for over 30 years.*



**Public Service
of New Hampshire**
The Northeast Utilities System



Thank You!

2-1-1 NH would like to extend a heart-felt thank you to everyone who helped us to get off the ground, and everyone who continues to support us:

FOUNDING PARTNERS

United Ways of NH
Public Service of NH/Northeast Utilities
State of NH DHHS
NH Charitable Foundation
Citizens Bank Foundation
Exeter Hospital

CONTRIBUTORS

2-1-1 Vermont
2-1-1 Connecticut
2-1-1 everywhere...
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Frederick's Pastries
Manchester Transit Authority
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A year ago, New Hampshire residents in need had to sort through a bewildering array of programs and services to find the help they needed—a time consuming and sometimes frustrating process.

Today, they can simply dial 2-1-1.

2-1-1 New Hampshire Report Card

Year One



United Ways of New Hampshire

Year One Highlights

On June 11, 2008, 2-1-1 NH launched statewide providing New Hampshire residents with a comprehensive, information and referral helpline with an easy to remember number. The program provides callers with free information and referrals to thousands of health and human service programs and other community resources throughout the state. Any time of day, any day of the week, any New Hampshire resident who has a need and does not know where to turn for help can simply dial 2-1-1 and a nationally certified resource expert will direct them to programs and services that can help.

Since the launch, we are proud to report that 2-1-1 NH has assisted 22,488 NH residents connect with programs and services throughout the state they did not know existed. And, we are proud to report that the operation, embedded in PSNH's state-of-the-art customer care center in Manchester couldn't be operating more smoothly. We have been experiencing steady growth in call volume at an average of 300 new calls per month and with an average speed of 23 seconds to answer a call, and an average call length of 4 minutes, six seconds. We have connected with hundreds of service providers in dozens of communities across the state to build our resource database and spread the word about the new service. By all measures, this is a pretty good start for a one year old program with 4.5 staff members.

Highlights

StayWarm NH This past winter, Governor Lynch mobilized a volunteer effort to help vulnerable citizens prepare for the winter and to ensure that everyone had a safe and warm place to go. The Governor asked 2-1-1 NH to work with the NH Office of Energy and Planning, NH DHHS, and the NH Charitable Foundation, to provide accurate information on home heating and weatherization programs for New Hampshire residents. 2-1-1 NH referred 2,020 callers to resources for home heating fuel during the 2008/2009 winter.

Ice Storm In December, New Englanders were challenged with the worst ice storm in over a decade. More than 400,000 NH residents were without power. After just six months of operating, 2-1-1 NH experienced its first disaster-related call surge handling a total of 1,443 calls, representing a 30% increase in current call volume between the 12th and 31st of December. 2-1-1 NH call specialists provided callers with critical information and referrals for shelter, weather, plumbing and heating, food safety, and local and federal relief agencies. Additionally, 2-1-1 NH was able to provide detailed data reports to NH's Homeland Security Emergency Management and other state officials during this challenging time. Our 2008 ice storm experience tested the limits of this new program program and 2-1-1 NH staff's exemplary dedication and excellent customer service confirmed for us our ability to serve the state in times of disaster.

Operational 24/7 On January 1, 2009, 2-1-1 New Hampshire became New Hampshire's only 24/7, statewide, comprehensive Informational and Referral resource. Thanks to the generous support of NH Housing Finance Authority and NH Charitable Foundation, 2-1-1 NH contracted with 2-1-1 Connecticut to staff New Hampshire afterhours calls. We feel fortunate to have 2-1-1 CT as a partner. As the first state in the nation to use the 2-1-1 exchange on a statewide basis and over thirty years of comprehensive Information and Referral experience, we are in great hands.

EITC/VITA In January of 2009, 2-1-1 partnered with the IRS to provide New Hampshire residents with the locations, operating hours, and other pertinent details of over sixty free tax preparation sites statewide. 2-1-1 shared general eligibility guidelines for EITC (Earned Income Tax Credit) and VITA (Volunteer Income Tax Assistance) site information with over 752 callers. By providing this information to callers, 2-1-1 NH helped raise awareness of these valuable tax credits that often go unclaimed.

All 2-1-1 Information & Referral Specialists AIRS Certified All 2-1-1 Information & Referral Specialists achieved their AIRS Certification during the first year of operations. AIRS sets the national performance standard for Information & Referral, and we are proud that all staff have met this esteemed benchmark.

in year one,
2-1-1 helped
22,488
callers



From Overwhelmed to Empowered

A 2-1-1 Success Story

Julie, a resident of Gilmanston called 2-1-1 New Hampshire as she recently was awarded custody of her 2 year old grandson and was desperately in need of a car seat, and did not have the money to purchase one. She was overwhelmed with the recent addition to her household, and didn't have a lot of time or energy to make multiple phone calls to try and find the car seat.



I called BabyThreads, a thrift store in Laconia, and Bonnie happened to have a new car seat that was donated. I followed up with Julie to give her directions to Baby Threads and their hours of operation. She picked up the car seat that day.

Call taken by
2-1-1 Call Center
Director & Information
& Referral Specialist
Heather Aicholtz

Through our conversation, I learned that Julie was also in need of affordable housing and I referred her to both her local and statewide housing authorities and we talked about the application process for Section 8 housing.

Julie expressed how grateful she was that 2-1-1 is available in New Hampshire, and that she has called several times over the past few months and has gotten resources. She also took the time to tell me that she has spoken to different people each time she has called 2-1-1, and always was treated with kindness and respect and said that this means a lot to her and is something she will remember.

2-1-1 NH An Award Winning Program!

In October, the 2-1-1 NH Partnership received the special honor of being named the BIA's 2008 NH Advantage Award winner. The 2-1-1 NH Partnership was recognized for its hard work, dedication and collaboration in launching this service—which is so vital to the citizens of our state – and truly embodies New Hampshire's spirit and special character.

In May, 2-1-1 NH received the Sara Allen Award. The Sara Allen Award is given in recognition of a Lakes Region service delivery program that has taken bold and important steps to enhance the impact of their program and/or enhance the sustainability of the program itself.

The 2-1-1 Advisory Committee: Our Strength Is In Our Volunteers

United Ways of NH and the staff at 2-1-1 NH owe an enormous debt of gratitude to Major General Joseph K. Simeone (ret.). The vision and leadership that he has provided as chair of the 2-1-1 NH Advisory Committee are paramount to the success that 2-1-1 NH has experienced thus far. He continues to lead and guide the project in directions that improve our depth and breadth as a program and insure that citizens of New Hampshire know how to find help when they need it.

General Simeone, has recruited a tremendous group of experts and community stakeholders that have also provided excellent input and advice to United Way and the 2-1-1 NH staff. We extend our sincere gratitude to them as well. 2-1-1 NH is a communications tool and as such we are so grateful to have the input and advice of a wide network of interested and caring individuals that have been willing to share their expertise with us to help build 2-1-1 into all that it can be for New Hampshire. As we move forward, it is our hope that this community dialogue will continue in the spirit of collaboration and partnership we have enjoyed since the project's inception.

