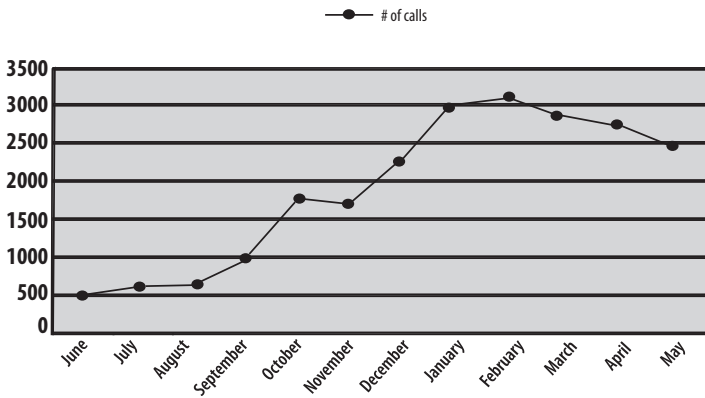
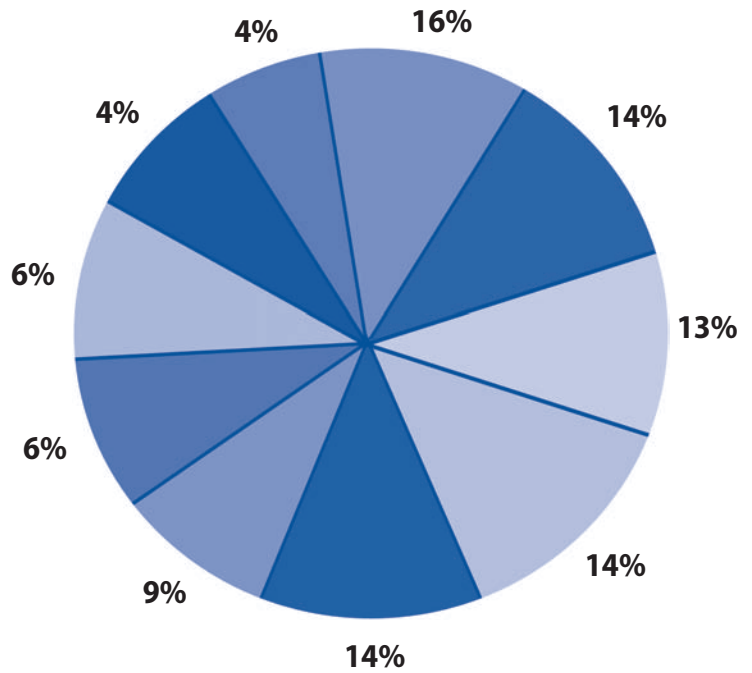


Year One At A Glance

2-1-1 Call Volume: Year One
 June 11, 2008 - May 31, 2009



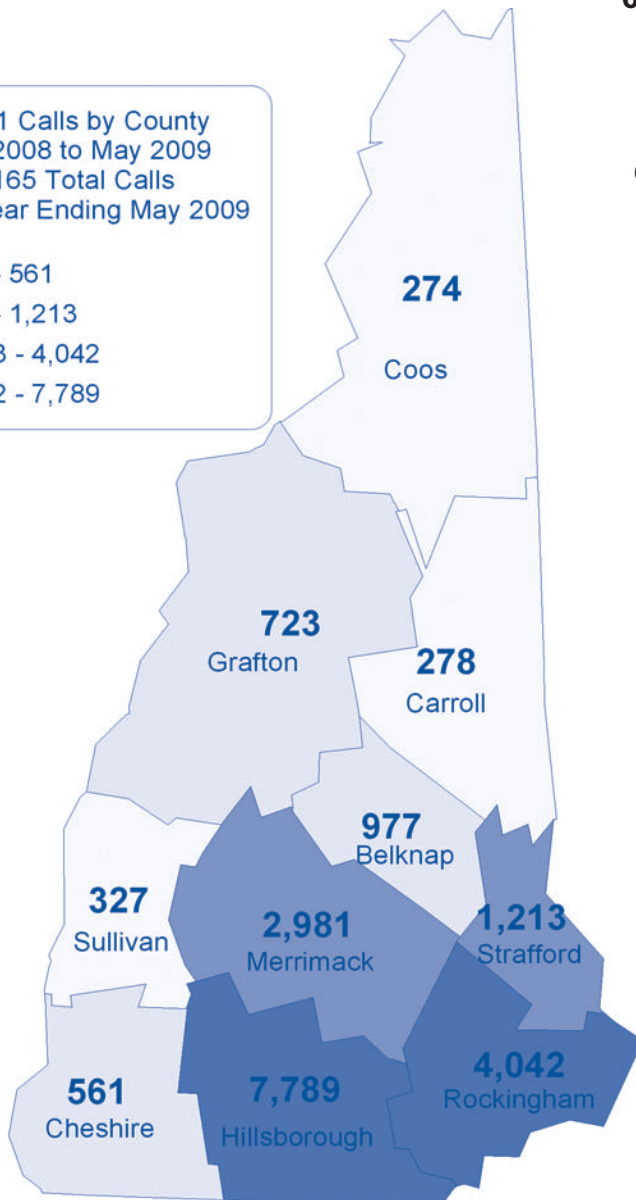
How NH Heard About 2-1-1- NH
Top 10 Referral Sources
 21,890 total recorded



- Printed marketing materials **16%**
- Friend or relative **14%**
- Have called 2-1-1- before **13%**
- Social Service provider **14%**
- TV, Radio, Newspaper **14%**
- 2-1-1- presentation **9%**
- Utility company **6%**
- Dept. Health & Human Services **6%**
- City or Town Welfare **4%**
- United Way **4%**

NH 211 Calls by County
 June 2008 to May 2009
 19,165 Total Calls
 for the Year Ending May 2009

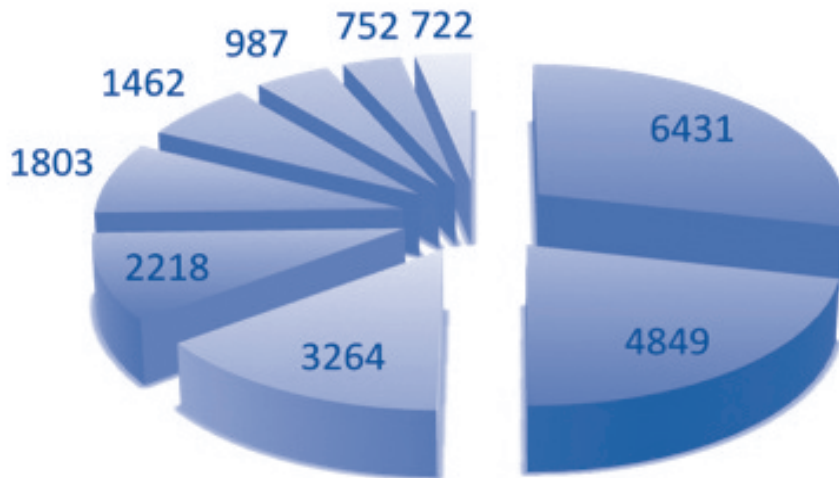
- 274 - 561
- 561 - 1,213
- 1,213 - 4,042
- 4,042 - 7,789



Year One At A Glance

Top Caller Needs – Total Number of Calls

June 1, 2008 – June 1, 2009



- Housing & Utilities **6431**
- Temporary Financial Aid **4849**
- Healthcare, Mental Health, & Substance Abuse **3264**
- Other **2218**
- Legal Assistance **1803**
- Public Benefits **1462**
- Food **987**
- Free Tax Preparation **752**
- Transportation **722**

www.211nh.org

2-1-1 New Hampshire's website received 31,089 hits in its first year online. Of those hits, 7,675 searches for services were conducted.

The top 5 web searches during our first year were for:

- 1. Food**
- 2. Housing/Shelter**
- 3. Material Goods***
- 4. Temporary Financial Aid**
- 5. Transportation**

*Material goods = programs that furnish and/or repair basic household, work-related and personal necessities for people who cannot afford to purchase and/or repair these items at retail prices and who qualify for this service on the basis of income, age or disability.

Un-met Needs

Unfortunately, there are times when a resource is not available, and 2-1-1- NH tracks those un-met needs. During our first year, the top 5 un-met needs were:

- 1. Temporary financial assistance**
- 2. Dental care**
- 3. Electric bill payment assistance**
- 4. Transportation**
- 5. Housing/Shelter**