



Granite United Way - 2-1-1 NH & Asset Building Strategies  
We Are Just One Call Away



## What is 2-1-1?

In July 2000, the Federal Communications Commission (FCC) reserved the 211 dialing code for community information and referral services. The FCC intended the 211 code as an easy-to-remember and universally recognizable number that would enable a critical connection between individuals and families in need and the appropriate community-based organizations and government agencies. Currently, active 211 systems cover all or part of 50 states. As of February 2015, 2-1-1 serves over 291 million Americans (93% of the entire population) covering portions of all 50 states (including 41 states with 90%+ coverage) plus Washington DC and Puerto Rico. Yet, millions of Americans still need to be connected to make 2-1-1 accessible nationwide.

- 2-1-1 is also an easy to remember telephone number that, connects people with important community services and volunteer opportunities.
- It is free and confidential
- Most callers only need to supply their zip code and age when calling



## Funding Includes Contracts With

- Servicelink
- Bureau of Housing Supports
- NH Homeland Security & Emergency Management
- All NH United Ways – Especially GUW
- In Kind Donation from Eversource

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## NH Homeless Call Line

- 2-1-1 provides a Statewide, 24/7 Homeless Call Line 365 days a year
- This Homeless Call Line provides a centralized number for connection with Homeless Outreach and Coordinated Entry programs, as well as information on emergency shelter, and referrals to services specific to the homeless, and at-risk homeless population
- Over 18% of our calls in 2017 were from individuals and families regarding homelessness
- So far in 2018 that has increased to 20%

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## Homeland Security Emergency Management

- When the time calls for it 2-1-1 NH is the initial contact

Examples:

Damaging Storms

Heat Waves (Cooling centers)

Extreme Cold (Warming Centers)

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## Volunteer Income Tax Assistance (VITA)

- 2-1-1 annually partners with the Volunteer Income Tax Assistance (VITA) & AARP Tax Aide Programs statewide
- We schedule appointments for both VITA and AARP
- These programs return more than **\$19 million** back into NH households every year
- The VITA program offers much more than free tax preparation – individuals will also learn ways that they can become and stay financially stable

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## What We Do at 2-1-1

- Provide free, confidential, multilingual, and comprehensive information & referral to connect callers with resources
- Point people in the right direction for the assistance they need
- Help callers find resource locations closest to where they live
- Make sure NH citizens are getting accurate information
- Do intakes for the homeless

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## Some Things We Do Not Do

- Pay on someone's account
- Make arrangements for them with utility companies
- Fax hardship documents to utilities
- Automatically put someone in a hotel
- Provide cash assistance
- Case Management

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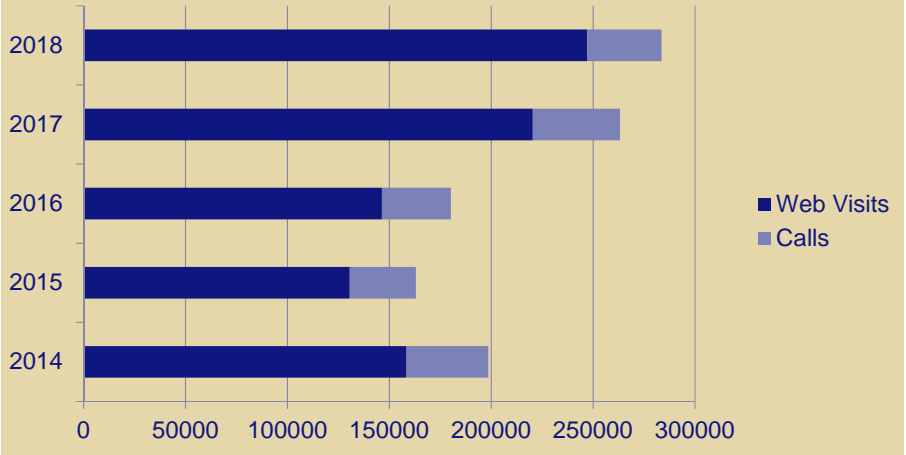
# Hard to Believe

- 2-1-1 NH Started in June 2008
- In just over 10 years we have had over 1.3 million contacts
- Over 400 thousand times people have called 2-1-1 for some sort of assistance
- With an additional 900 thousand website visits for assistance
- To put this in perspective, the population of New Hampshire is just over 1.3 million people

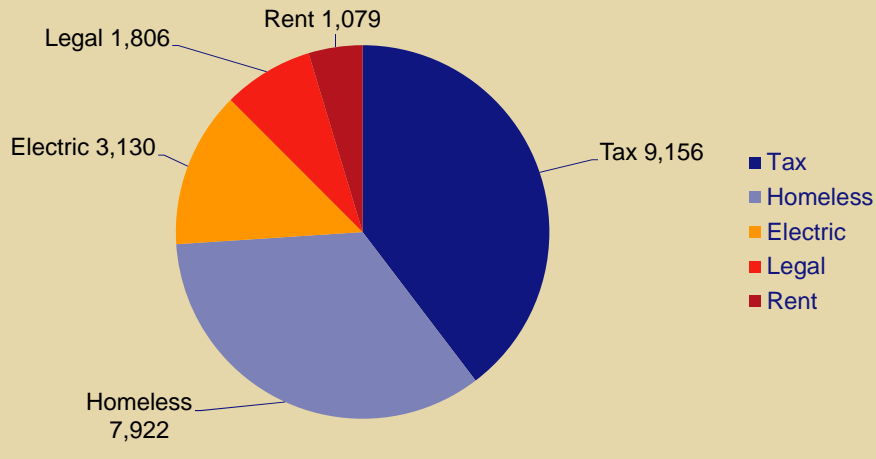


# Data for Web Visits & Calls

(2018 Data Through September)



## Top 5 Call Reasons for Assistance in 2017 Total Calls Answered 42,783



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## In case They Don't Know Where to Call

- Some Other Reasons People Call 2-1-1

Therapy Referrals

Burial Expense Assistance

Mental Health

Student Financial Aid

Free Pet Food

Smoke Alarms

Medical Supplies

This year alone we have over 750 different reasons people have called 2-1-1

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## Top 5 Reasons We Received Calls from Veterans 2017

- Veteran Benefits Assistance
- Specialized Information and Referral
- Electric Service Payment Assistance
- Undesignated Temporary Financial Assistance
- Legal Counseling

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## Some Questions We Get

### How Does 211 work?

We are an Information & Referral Service. One of the best ways to describe us is that we are like a "Google" for the client's specific area. That is why we only ask people to give their zip code and age.

### How do agencies update their information?

They receive an automatic email annually from us. It is very important if the contact person changes at any time they should notify us. That way we can update them in our system.

### What happens when somebody contacts 211 and the phones are not attended?

The phones are attended 24/7 365 days a year. We take calls for any reason from 8AM - 7PM Monday - Friday. From 7PM - 8AM and weekends we have our calls go to New England Call Center. They handle calls for homelessness & foreclosure. We have paying contracts for those that we have to handle 24 hours a day. (The only time someone would not be able to reach us is if there is an issue with the phones. Then there is a message for them to call back)

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**Why is it that 211 takes very few SUD calls compared to other "hotlines"?**

We are not a "hotline", we are an Information & Referral line. Our people are not trained to handle someone who has SUD. When someone calls us that is a SUD, we live transfer them to the NH Statewide Addiction Crisis Line.

**Other Notes:**

Another comparison that I use when describing 211 is that "we are like a Google for New Hampshire"

**There is also an Inclusion/Exclusion Policy for 211 of what places can and cannot be in our database.**



Remember If You or Someone You Know is in Need  
**We Are Just One Call Away**  
**Dial 2-1-1**  
Or Visit Us on The Web at [211nh.org](http://211nh.org)





# Questions?

