

2-1-1 New Hampshire

Informal and Referral Line



2-1-1 New Hampshire Overview

2-1-1 New Hampshire launched service in June of 2008, thanks to a unique partnership of the United Ways of New Hampshire, Eversource Energy (formerly Public Service of New Hampshire), and the State of New Hampshire.

2-1-1 New Hampshire is an award winning, statewide comprehensive information and referral service with considerable experience providing New Hampshire's statewide Homeless Hotline, statewide Public Inquiry Line in times of disaster, central intake and referral management for the statewide HomeHelp NH program, system support, database administration, and training for ServiceLink, and comprehensive Information & Referral for more than 45,000 New Hampshire callers per year, with a quality management system in place to actively maintain caller satisfaction and ensure their connection to the services that may be able to assist in meeting their needs.

- 2-1-1 New Hampshire is a free, confidential, and multi-lingual service with language translation available for over 150 languages.
- All caller data, including referral data and un-met needs data, is collected and maintained in one, centralized resource database that makes reporting streamlined and efficient.
- 2-1-1 New Hampshire's call data provides a statewide, real-time needs assessment.

Since June of 2008, 2-1-1 has serviced 277,497 calls and of those calls, 373,304 referrals have been made to New Hampshire callers. The program's website, www.211nh.org, receives an average of 88,000 visits per year.



NH Residents
unsure of where
to turn for
non-emergency
help

2-1-1 NH CALL CENTER



48,000 CALLS from those seeking basic needs were answered at 2-1-1 NH

For more information on
2-1-1 New Hampshire
visit www.211nh.org
or call 2-1-1