

## Real People, Real Results: A Report to Heritage United Way Community Investors

### Easy access to health and human services: The Story of 2-1-1

*Heritage United Way's community partner agencies work together everyday to address the most critical issues facing thousands of infants, children, teens, adults and elderly individuals in our eighteen communities. Last year, your contributions to United Way enabled the NH 2-1-1 Project to take the initial steps necessary for its formation.*

2-1-1 is an easy to remember telephone number that connects people in need of help, or who want to help, to health and human services. Now available in 41 states, 2-1-1 is estimated to provide a national cost savings of \$1.1 billion over the next ten years.

United Ways of New Hampshire (UWNH), a collective of all 10 New Hampshire-based United Ways, is the lead entity in bringing 2-1-1 to New Hampshire. United Ways throughout the state have all identified access to services as a priority need in their communities. These ten United Ways have collaborated with one another, and existing Information and Referral (I&R) services, to develop a 2-1-1 system with one centralized call center and a web-based statewide database of resources.

2-1-1 NH will begin operations in the fall of 2007 and by 2009, New Hampshire residents will be able to dial 2-1-1 to connect to a trained call specialist who will direct them to the services they need. 2-1-1 NH will be the gateway to the thousands of nonprofit and government services and crisis and help lines that exist in NH. As 2-1-1 NH expands, it may be used as a communications platform in times of crisis, as well as for everyday needs.

2-1-1 NH is the first statewide program to be initiated by all ten United Ways. The collaboration will fund and manage 2-1-1 NH and has secured a partnership with Public Service of New Hampshire (PSNH) to provide in-kind services of space, utilities and technology. In addition, other corporate partners and the state of New Hampshire will contribute financial support to the project.

This initiative has brought together United Ways, the state, private corporations, foundations, service providers and other 2-1-1 systems to create an efficient and effective, quality I&R system for the residents of NH. 2-1-1 NH will provide numerous benefits and cost and time savings to businesses, government, nonprofits and NH residents.

Thanks to you and your support of Heritage United Way, initiatives like 2-1-1 NH will connect you to an answer if you are able to help or in need of help.

**collaboration matters.** For more information on how Heritage United Way partners in your community every day, please visit our newly redesigned website- [www.heritageunitedway.org](http://www.heritageunitedway.org).