

For Immediate Release



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**2-1-1 Maine Breaks Record**  
More than 10,000 Calls Answered in One Month Period, Most Ever

December 19, 2009 – Karen Turgeon, Director of 2-1-1 Maine, announced that in December, the information and referral service answered the most calls ever in a one month period. “We answered 10,068 total calls in December,” said Turgeon. “Of that,” she said, “2121 were flu related calls, and 1123 were heating related calls.”

This call increase demonstrates a marked increase in usage of the service since its inception in 2005. Last December, said Turgeon, 2-1-1 Maine answered 9,077 calls and 5,593 calls were answered the previous December.

2-1-1 Maine, Inc. is a collaboration of Youth Alternatives Ingraham (YI), The United Ways of Maine, and the State of Maine. This easy to remember number helps people access health and human services in communities throughout the state.

In 2005, the United Ways of Maine, in collaboration with YI, established 2-1-1 Maine, Inc. as an efficient and effective response to the growing complexities and needs in health, social, economic, and human services.

And, the service is highly valued by the people who use it. “One recent caller from Orono,” said Turgeon, “asked my staff person to tell me that he is very appreciative of the 2-1-1 service. He said that he calls us ‘all the time’ and that we always seem to find a way to solve his problems. He gives 2-1-1 ‘a 5 star rating’ and hopes that the program is ‘around for years and years to come.’”

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