



NJ 2-1-1 Answers the Call for Help Every Day of the Year

NJ 2-1-1 provides a vital connection between people-in-need and those who provide help. Regardless of the time of day, or what day it is, our phone lines are open and staffed with knowledgeable and compassionate resource specialists who are trained to find available services in our state that were created to assist people-in-need. We answer calls from people who are looking for assistance with financial problems, housing issues, utility assistance, health care, child services and so much more.

Resource pages on our website, www.nj211.org, provide information about how social service systems in New Jersey are structured. Written to educate and empower citizens to find solutions to their needs, these pages offer state, county and local resource information. Visitors can also access the same resource database that our staff uses to answer phone inquiries.

Whatever the need, we search for solutions.

In 2011 our resource specialists responded to 98,124 callers who expressed 101,292 needs. In the past year (April 1, 2011-March 31, 2012) our website received 100,794 unique visitors who viewed 452,212 resource pages. Whether the contact was made by phone or online, all were looking for solutions to the challenges they faced. Top needs expressed by callers were for:

- Temporary Financial Assistance (47% of our callers)
- Housing (13% of our callers) **In August and September calls for disaster assistance accounted for 18% of our calls.*
- Mental Health (6% of our callers)

Support for NJ 2-1-1 continues and grows as vital connections are made.

From Cape May to Port Jervis, residents throughout New Jersey are learning that NJ 2-1-1 can help them find the services they need. Helping professionals, agencies and state officials are turning to NJ 2-1-1 to make the connection as well.

- Local United Ways throughout the state continue to provide vital funding for the 7th year in a row
- 21 Special Initiatives are in place with local United Ways, NJ State departments and divisions, and county government
- Vital relationships with agencies in every municipality throughout the state support our resource database that now has 8,238 agencies and 18,592 services
- ProNet, a 2-1-1 initiated professional listserv, provides helping professionals throughout the state with an easy way to quickly and informally communicate with their peers to find answers and resources.
- We are the Point-of-Entry for such notable programs as the Kinship Navigation Program, Suspicious Activity Reporting and Special Needs Registry and the after-hours Homeless Hotline for Morris and Passaic Counties.

When disaster hits, be it personal or statewide, NJ 2-1-1 is here to offer assistance.

Emergency Preparedness, Response and Recovery

When Hurricane Irene hit our shores in August 2011, we provided critical and timely information that connected government officials, agencies providing care, and callers in need. The *NJ 2-1-1 Hurricane Relief and Recovery Assistance Guide* and associated web pages were updated *multiple* times *daily* in an effort to reflect the ever-changing response to the storm and the recovery efforts that followed. From August 25th through September 23rd we responded to 4,148 disaster-related calls and participated in daily VOAD phone conferences. We continue to be a part of long-term recovery teams.

A personal crisis is a personal disaster. NJ 2-1-1 is New Jersey's Addictions Hotline.

Certified and licensed addictions staff work with a database provided by the Division of Addiction Services. NJ 2-1-1 has responded to 14,568 calls for help with problems of addiction since November 2010.

We're here when you need help.

NJ 2-1-1 provides free and confidential assistance to callers-in-need, 24 hours a day, every day of the year.



NJ 2-1-1 Partnership Initiatives

*Initiatives foster and support the mission of NJ 2-1-1.
Putting people in need of assistance, in-touch with people who can help -
Every hour of the day | Everyday of the year*

- **Addictions Hotline (Statewide)**
 - NJ 2-1-1 serves as New Jersey's Addictions Hotline. Calls are answered by licensed substance abuse specialists who refer callers to in-patient and out-patient care at licensed facilities throughout the state.
- **Boarding Home Complaints (Statewide)**
 - NJ 2-1-1 is the initial point of contact for making complaints against boarding homes.
- **Compassion Fund (Bergen County)**
 - Call specialists identify eligible Bergen County residents to Bergen County United Way for special assistance. Eligible residents: 1) have tried or exhausted other programs, 2) are not receiving welfare, and 3) have not received help from the Compassion Fund for at least one year.
- **EITC (Statewide)**
 - NJ 2-1-1 has worked closely with tax authorities and United Way professionals for the fourth consecutive year, producing educational web pages about EITC and a comprehensive statewide listing of VITA sites. Call specialists educate callers about EITC savings and direct them to VITA sites if they need assistance filing.
- **End Hunger NJ (Statewide)**
 - NJ 2-1-1 maintains the database of food pantries, soup kitchens and other related resources. Callers are referred to the appropriate resource using www.endhungernj.com.
- **Gift of Sight / Lens Crafters Program (Statewide, based on Lens Crafters store)**
 - The Gift of Sight Program provides those in need with a free eye examination as well as free/low cost glasses at participating Lens Crafters locations. A referral letter from 2-1-1 is required.
 - Upon request of caller, call specialists determine eligibility by verifying that the client does not have vision insurance, and has no other means of affording vision care. Once this is determined the specialist calls the LensCrafters store nearest to the caller's home to ensure participation and verifies that store's procedure and then mails the referral letter to the caller.
- **Homeless Hotline (Morris County)**
 - NJ 2-1-1 call specialists assess and place homeless callers from Morris County who are calling in need of shelter after hour
- **Homeless Hotline (Passaic County)**
 - NJ 2-1-1 call specialists refer homeless callers from Passaic County who are calling in need of shelter after hours.
- **IDA (Essex County and West Hudson County)**
 - Individual Development Accounts are subsidized savings accounts available to residents of 13 participating municipalities covered by the United Way of Essex and West Hudson. Callers are screened to ensure that they meet eligibility requirements and if so the call specialist completes the online Inquiry Form which is then accessible to United Way professionals for follow-up.
- **Kinship (Statewide)**
 - Call specialists screen callers for eligibility in this program and if suitable the specialist performs preliminary intake and completes the form on a secure section of the NJ 2-1-1 website which is accessible to Kinship Program professionals.

- **Military Support (Statewide)**
 - Call specialist are trained to refer all military professionals and their families to resources in our state that are specifically designed for this population. An entire section of our website is devoted to federal, state and local military resources.
- **NJ 2-1-1 ProNet (Statewide)**
 - NJ 2-1-1 ProNet (formerly First Call Forum) is a listserv providing professionals throughout the state with the ability to communicate with other professionals in order to find solutions for specific requests that are not being met by existing services. It is also used as a forum to post announcements about programs, workshops and employment opportunities.
- **NJ Housing Resource Center – Housing Mortgage Finance Agency (Statewide)**
 - NJ 2-1-1 website spotlights the NJ Housing Resource Center in the pages devoted to housing programs. Callers looking for housing are referred to www.njhousing.gov. Those with physical limitations are assisted in their search for housing.
- **Office of Emergency Management / NJ Office of Homeland Security and Preparedness (Statewide)**
 - NJ 2-1-1 plays a critical role in communicating emergency preparedness, response and recovery during storm events and throughout the year. Our website educates based upon the information provided at www.ready.nj.gov and our call specialists are trained to provide appropriate emergency information and refer callers to www.ready.nj.gov when necessary.
 - Suspicious Activity Reporting is now available by dialing 2-1-1. Callers suspecting activities related to terrorism can dial 2-1-1 and be immediately connected to the CT Watch Desk where confidential reports are compiled and entered into a national database.
- **Prescription Drug Cards**
 - NJ Prescription Drug cards are mailed to individuals needing assistance with prescription costs.
- **2-1-1 SEPA (Pennsylvania)**
 - Callers in need of health and human services in 5 southeastern Pennsylvania counties (Philadelphia, Bucks, Montgomery, Chester, and Delaware) are transferred to our SEPA 2-1-1 call specialists where they are assisted in finding appropriate services for their needs.
- **Special Needs Registry (Statewide)**
 - This registry (<http://www.registerready.nj.gov>) is for those with special needs that would require additional assistance in an evacuation situation. Our call specialists inform callers about this registry and if help is needed in the registration process our call specialists complete the registration process for the caller.
- **Transportation Services (Statewide)**
 - Callers in need of transportation are referred to NJ Find A Ride: www.njfindaride.org and other transportation sources such as www.njtransit.com. If a caller has accessibility barriers, staff will conduct an online transportation search for them.
- **Unified Victim Identification System - UVIS (Statewide)**
 - UVIS is an Internet-enabled database system developed to handle critical fatality management functions made necessary by a major disaster. It is available to municipalities, counties, states, and other governmental agencies. One of its functions is to track decedents and collect postmortem findings to facilitate the identification process after a disaster. When UVIS is activated, the NJ 2-1-1 conference room is set up to handle these calls using specific procedure and equipment.
- **VITA Sites (Statewide)**
 - NJ 2-1-1 has worked closely with tax authorities and United Way professionals for the fourth consecutive year, producing educational web pages about EITC and a comprehensive statewide listing of VITA sites. Call specialists educate callers, and direct them to local VITA sites.
- **VITA Tax Preparation Scheduling (Passaic County)**
 - Our call specialists schedule tax preparation appointments for Passaic County residents and educate them about the benefits of EITC.

If you or someone you know needs help...



NJ 2-1-1 Partnership

Start here.

Dial 2-1-1 or
click nj211.org

Si usted o alguien que conoce necesita ayuda...



Empiece aquí.

Marque el 2-1-1 o
haga clic en nj211.org

need help with... affordable housing • food • volunteering • financial and emergency assistance
rental assistance • domestic violence • jobs • baby items • child care • food stamps • mental health issues
shelter • mortgage assistance • special needs registry • dental assistance • accessible housing • support groups
grief counseling • clothing • abuse • insurance • utility assistance • drug and alcohol treatment • avoiding
foreclosure • family shelters • homelessness prevention • transportation • emergency preparedness ...and just
about everything else! NJ 2-1-1 helps... families • single parents • teens • agency professionals • moms
dads • state and county workers • grandparents • friends and neighbors • the disabled • legislative assistants
the homeless • school counselors • clergy • aging and disability professionals • discharge planners ...you!

Dial 2-1-1 or click nj211.org



Free • Confidential • 24/7

TTY • Multilingual



necesita ayuda con... vivienda asequible • comida • voluntariado • ayuda financiera y de emergencia • ayuda con
el alquiler • violencia doméstica • trabajos • artículos para bebés • cuidado de niños • cupones de alimentos • asuntos de
salud mental • refugio • ayuda con la hipoteca • registro de necesidades especiales • ayuda dental • vivienda accesible
grupos de apoyo • consejería para personas en duelo • ropa • abuso • seguro • ayuda para los servicios públicos
tratamiento por drogas y alcohol • evitar la ejecución hipotecaria • refugios para familias • prevención de personas sin
vivienda • transporte • preparación para emergencias ...y simplemente ¡casi todo lo demás! NJ 2-1-1 ayuda a...
familias • padres solteros • adolescentes • profesionales de agencia • madres • padres • trabajadores del estado y
del condado • abuelos • amigos y vecinos • los discapacitados • asistentes legislativos • las personas sin vivienda
consejeros escolares • clero • profesionales en envejecimiento y discapacidad • planificadores de dadas de alta ...¡a usted!

Marque el 2-1-1 o haga clic en nj211.org



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