



## 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](http://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 7<sup>th</sup> 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 25<sup>th</sup> through September 23<sup>rd</sup> 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.*