

The NJ211 Partnership is the statewide, 24/7 365 days a year, help and referral call center connecting those that call 2-1-1 to those health and human service resources they seek. Our NJ211 database is extensive and lists over 3,000 agencies offering over 10,000 services to those in need. Since 2005, we have been in operation as a Private Non-Profit but we have relied on the generous support of some of our State partners: Department of Human Services, Department of Community Affairs, Department of Children and Families, Office of Homeland Security and Preparedness and the Department of Health. We also receive support from the United Ways of New Jersey and other Social Service Agencies in order to allow us to conduct 24/7 operations. Our call specialists and website team stand ready to assist those that contact us in order to find the assistance or services they seek. All calls and contacts are free, confidential and can be translated into over 170 different languages

- Received over 500,000 calls and website visits in Calendar Year 2015
- Data is collected and reports generated to highlight types of contacts being made
- NJ211 provides these reports to various State Department and Division representatives in order to review collected data to assist them with their planning needs
- New upgraded website ([www.nj211.org](http://www.nj211.org)) allows easier navigation and search capabilities
- Data collected from calls and website visits pertaining to Human Services revealed the following information:
  - 1) Temporary Financial Assistance - 97,754
  - 2) Housing/Homeless Assistance – 72,434
  - 3) Utilities Assistance – 30,616
  - 4) Food – 24,720
  - 5) Government Assistance/Tax Help – 19,296
  - 6) Mental Health Assistance – 5,226
  - 7) Health Assistance/Info – 3,726
  - 8) Layoff Assistance – 2,511
- Our website lists much more information and links pertaining to the above listed topics
- We work closely with the State Agencies listed in their efforts to promote new initiatives in order to reach those in poverty and provide them with the necessary resources to help
- Promote the ALICE (Asset Limited, Income Constrained, Employed) Project. Providing assistance and resources for those living on the edge of poverty
- We work closely with the State Office of Emergency Management to list and offer Disaster Services and Resources provided in the aftermath of Superstorm Sandy or any disaster.
- Our website ([www.nj211.org](http://www.nj211.org)) and call numbers (2-1-1) are simple and easy to remember and offer that quick connection to so many seeking human service assistance or resources
- We will continue to work closely with human service agencies throughout the state in order to offer hope to those in need.