



NJ 2-1-1 Year-At-A-Glance (2.11.16-2.10.17)

NJ 2-1-1 Partnership

February

- Tax season is in full-swing. Call specialists respond to thousands of calls for tax assistance in 2016. Our tax assistance pages receive 9,391 hits. Partnerships with several local United Ways (UW of Hunterdon, UW of Passaic County, and UW of Greater Mercer) enable citizens easy access to online tax assistance scheduling at the NJ 2-1-1 website.



- NJ 2-1-1 is chosen by the NJ Department of Health to promote the state's newly launched Diabetes Awareness and Management program. Call specialists are trained to screen callers for interest and need. Fifty-four resources are added to the NJ 2-1-1 resource database in support of this initiative. A page about the initiative is added to our website to educate visitors and help them locate local resources. <https://www.nj211.org/diabetes-management-and-prevention>

March

- NJ 2-1-1 staff and systems gear up to play a new role in the TRUE program. In its new role as an affiliate agency through the Affordable Housing Alliance, NJ 2-1-1 call specialists help to streamline the application process by completing the first step with callers – data intake through a secure system and transmission of this essential data to targeted agencies designated to provide assistance.
- Final step in report functionality is achieved in the Kinship Navigator Portal. System administrators, state administrators and NJ 2-1-1 administrators are now able to pull reports for the full Fiscal Year that provide at-a-glance statistics that reflect population cared for at each agency; point of access; response time and history of care received through the program.

April

- Human Trafficking training occurs as we partner with the National Human Trafficking Resource Center to help identify callers who may be in need of help. A new page on our website tells the story <https://www.nj211.org/human-trafficking>.

May



Help Me Grow screening begins. Working closely with NJ Department of Children and Families, call specialists learn to screen callers who may be pregnant or parenting and connect them with appropriate services.

July

- We begin our seventh year as partners with the NJ Division of Family and Community Partnerships serving as the point-of-entry for the Kinship Navigator Program. Our password protected portal provides improved data collection capabilities, enhanced communication with agency providers and greater reporting functionality. Although our call center takes Kinship calls throughout the year, July marks the beginning of a new enrollment period. During the month of July, the call center handles over 360 Kinship calls.



August

- NJ 2-1-1 begins preparations for its fifth LIHEAP season. This involves staff training on all of the utility assistance programs and a comprehensive updating of all of the utility pages on www.nj211.org. As an Affiliate Agency for the TRUE program, NJ 2-1-1 is able to process completed applications for callers.

September

- Our fifth year of serving as the Utility Assistance Hotline for the state of NJ begins. In 2016 NJ 2-1-1 responded to over 70,000 calls about utility assistance.
- NJ 2-1-1 begins taking calls for Morris County after hours Adult Protective Services



October

- NJ 2-1-1 backs up North Carolina 2-1-1 as this southern call center closes its doors temporarily until Hurricane Matthew passes. Infrastructures of 2-1-1s throughout the nation are designed to provide this sort of support in times of emergencies. Phone calls from the residents of North Carolina are seamlessly transferred to NJ 2-1-1 where our community resource specialists are able to reference emergency response materials prepared by NC 2-1-1 and provide information about storm recovery resources. Our back-up coverage continues through December. We respond to nearly 2,000 calls for assistance.
- NJ 2-1-1 is designated as the number to call for Hudson County Homeless Hotline after hours help.

November

- New Hire Training classes take place in November and December, increasing our staff to sixty, most of whom are community resource specialists responding to callers round-the-clock.

December

- NJ 2-1-1 handles Passaic County Homeless Hotline 24/7
- Staff and NJ 2-1-1 board members celebrate the season as they acknowledge the service of Anjali Luland, a veteran staff member for ten years!

In 2016 NJ 2-1-1 connects 363,627 people with services they might otherwise have missed. NJ 2-1-1 Call Specialists answer 155,737 calls for assistance. Another 5,835 calls are forwarded directly to state hotlines. Our websites receive 202,055 visitors.

January

- NJ 2-1-1 starts a new tax season. Call specialists begin setting appointments at VITA sites. Our website offers schedules for close to 200 local tax assistance sites throughout the state and provides information about the Earned Income Tax Credit (EITC) program.
- NJ 2-1-1 is asked by the Governor's Office to serve as the state's Addictions Helpline. Staff is trained to screen callers for eligibility for existing programs and refer them to appropriate resources, streamlining the path to recovery for individuals and families.
- Eligible staff members sit for AIRS accreditation exam. Three new certifications are earned!
- Staff training takes place in preparation for launching texting services in March. This popular technology is expected to welcome "callers" who are reluctant to speak with someone about the challenges they face.

- Serving as the after-hours homeless hotline for the counties of Hudson and Morris as well as the 24/7 homeless hotlines in Middlesex County and Passaic County, NJ 2-1-1 plays an active role in NJCounts, the annual point-in-time count of sheltered and unsheltered homeless people in our state.

Special Initiatives

NJ 2-1-1 works closely with state and local government, local United Ways and other organizations to provide customized assistance for targeted goals. In 2016 we participated in the following:

- ReNew Jersey Stronger (since June 2014)
- SSVF [Supportive Services for Veteran Families] (since December 2012)
- Homeless Hotlines
 -  Hudson County (2016)
 -  Middlesex County (4 years)
 -  Morris County (7 years)
 -  Passaic (10+ years)
 -  Your Way Home (3+ years)
- Utility Assistance Hotline (5 years) TRUE and PAGE (2016)
- Kinship Navigator Program (6+ years)
- NJ Register Ready Special Needs Registry (6+ years)
- UVIS [Unified Victim Identification System] (5+ years)
- Atlantic City Casino Closing (started June, 2015)
- Online scheduling for VITA sites (5 years)
- Bergen County United Way Compassion Fund Screening (10+ years)
- After Hours Adult Protective Services (Morris County) (2016)
- Diabetes Management and Prevention Initiative (2016)
- Human Trafficking (2016)
- EndHungerNJ.org
- Flu on Call
- Help Me Grow (2016)
- NJFindARide.org
- Prescription Drug Card