



## NJ 2-1-1 Partnership

# Celebrate 2-1-1 Day on February 11

As we celebrate 2-1-1 Day on February 11, it's a good time to celebrate our community's support of each other, and to renew our collective willingness to advance the common good. The 2-1-1 service is not about any one need, group or individual. It is truly about providing the resources to match those in need with the proper assistance available.

In New Jersey, more than 210,000 people turned to 2-1-1 for help last year. People called to find information for meeting basic needs, like heating or utility assistance, emergency help, or to find the closest food bank. But they also called for everyday information, to find out where to take their child for developmental screening, or how to locate job training or to find free tax filing support. NJ residents can also visit [www.nj211.org](http://www.nj211.org) to "self-serve," whether to read about how to find help for specific problems or to search the database of over 14,000 programs and services.

Without 2-1-1, callers can make an average of eight phone calls to different numbers before finding the services they need. 2-1-1 gets people to the best resources the first time while providing agencies with appropriate referrals from callers who meet the agency's eligibility criteria.

So what happens with a 2-1-1 call? When you dial 2-1-1 (for free), the call is routed to the 2-1-1 Call Center. It's answered by a trained information and referral specialist, who discerns your need, then searches a comprehensive database of relevant human service referrals. The 2-1-1 specialist explains how to access those services. In the case of a worker who has recently been laid off or whose hours have been reduced, the 2-1-1 specialist may share information about unemployment benefits, job search options, food stamps, food pantries, mortgage or rent help, utility assistance, counseling and other available resources.

Here's just one example of how 2-1-1 is helping New Jerseyans find solutions to their problems.

On January 6, 2014 a call was placed to the 2-1-1 call center in New Jersey. The caller left the following message:

*"I'm so happy for this 2-1-1 service, because I don't have Internet and am not able to look up what the resources are out there that could help me and I'm a senior and I don't have heat and I just thank you so much for the information I was able to get and I'm going to use that information to see if I can get help. Thank you so much."*

We are grateful for the United Ways, which have been long-standing supporters and the national leader of the 2-1-1 movement in Partnership with AIRS (Alliance of Information and Referral Services). As the largest private funder of the 2-1-1 network, the United Ways of New Jersey, in partnership with the State of NJ continue to strengthen and support 2-1-1 as another way to build stronger communities in our state and to create opportunities for all.

So, on February 11, take one small action to support 2-1-1, the number to call to give help and to get help.

Share the number with someone in need.

Call the number to volunteer your time in your community.

Together, we're making New Jersey a place where all families and businesses can thrive.

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