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## **NJ 211 Celebrates Community Navigation Hotline on National 211 Day**

### **Governor Mikie Sherrill Proclaims February 11, 2026 as 211 Day in Recognition of Vital State Service**

Cedar Knolls, NJ, February 11, 2026 – Today, February 11<sup>th</sup> (2/11), NJ 211 is celebrating National 211 Day – an annual observance commemorating the three-digit dialing (2-1-1) service. NJ 211 provides the 211 service in New Jersey connecting residents to vital services related to utility assistance, housing stability, food security, healthcare access, mental health services, addiction services, childcare, transportation, and many other critical resources. In recognition of our work, Governor Mikie Sherrill has proclaimed February 11, 2026 to be 211 Day in New Jersey.

In 2025, NJ 211 responded to over 337,000 calls, texts, chats and emails while our website saw over 781,000 searches from people across the state. Other key facts about NJ 211:

- NJ 211 is available statewide 24/7 and is free, confidential and multilingual
- NJ 211 can be accessed by call, text or chat to connect directly with a live specialist
- NJ 211 specialists are specially trained to offer empathetic, non-judgmental care - they connect individuals and families to a range of available resources to meet their underlying needs, not just the one that prompted the call, text, or email.
- NJ 211's accredited resource directory is a comprehensive, detailed source of health and human services comprised of accurate and up-to-date program listings. The directory is also available as a self-serve search tool on our website, [nj211.org](http://nj211.org).
- NJ 211's resource directory includes over 2,200 service providers, offering over 6,300 programs.

"On 211 Day, we celebrate how this lifeline helps over one million people here in New Jersey," said Melissa Acree, Chief Executive Officer of NJ 211. "We also recognize and express appreciation to our entire team for making it possible to provide help and support to our community members. From our

frontline staff of community resource specialists, who literally answer the call, and data resource specialists who ensure our social services directory is accurate and up to date, to our back office of managers, supervisors, and finance, operations and IT team members, these dedicated employees embody what NJ 211 represents: responsiveness, reliability, and unwavering care for our communities,” she concluded.

While 211 is available every day of the year, it is especially helpful during times of disaster, such as hurricanes, flooding, and fires, by helping to spread accurate and vetted information—while ensuring 911 calls are reserved for physical emergencies.

On 211 Day, NJ 211 encourages New Jerseyans to:

- ***Call, text, or chat 211*** if they or someone they know needs help today or in the future
- ***Share 211 widely*** with their neighbors, family and friends to connect others to community services
- ***Advocate to your local policymakers*** for the importance of and need to strengthen 211

NJ 211 is an independent nonprofit, the state’s most comprehensive community navigation service and a front door to help for individuals and families seeking help. NJ 211 operates 24/7, is free, confidential and multilingual, and can be accessed by phone, text, or on the web. Trained specialists connect New Jerseyans to local health and human services from the service’s accredited resource directory of over 6,300 programs. For more information about NJ 211, visit [nj211.org](https://nj211.org).

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