



For Immediate Release

Media Contact:
Jamie DePasquale
Director of Development
jdepasquale@nj211.org
973-264-9734

**More than 280,000 New Jerseyans Contacted
NJ 211 for Live Assistance in 2025**

Making One Call Often Means Receiving Support for Multiple Needs

Cedar Knolls, NJ April 27, 2026 – In 2025, NJ 211 made 677,281 referrals to 284,684 New Jerseyans. On average, that’s more than two resources provided to each individual, demonstrating how NJ 211 assists people with multiple issues with one phone call, making our service a true one-stop shop for help.

Consider the story of Julissa R. from Elizabeth, who called NJ 211 seeking help with rent, food and utility bills. Starting with a call to NJ 211, Julissa was connected to resources that addressed all her needs. She shared that she was able to receive assistance from the local agencies we provided her with. Help paying the rent gave immediate stability to the household. Plus, Julissa received additional help from other service providers in Elizabeth, including therapy services as well as food, clothing, and shoes for her son. Julissa will also be applying for SNAP benefits to add another level of support. Julissa is grateful to have connected with NJ 211 as she was able to move from crisis to stability, giving her a path forward.

Julissa is far from alone. Following are the total number of referrals NJ 211 made for the categories for which she received help:

- 225,688 referrals for housing assistance
- 170,287 referrals for utilities assistance
- 48,569 for healthcare assistance, including mental health and substance disorders
- 25,261 referrals for food/meals
- 4,786 referrals for assistance with clothing, personal and household needs

NJ 211 can provide support for multiple needs thanks to our specially trained Community Resource Specialists, who help to determine if callers are facing underlying issues, and therefore eligible for additional programs. In addition, our compassionate specialists know that it is hard to ask for help and make it easier with a non-judgmental and caring approach.

Check out our Facebook (@nj211partnership), Instagram (@nj211partnership), and LinkedIn (@nj211) pages for additional insights about our 2025 referrals and like, share and repost to help spread the word about NJ 211.

NJ 211 encourages New Jersey residents to:

- **Call, text, or chat 211** if they or someone they know needs help
- Use our online, self-search tool to locate community programs that can help
- **Share 211 widely** with their neighbors, family, and friends to connect others to help and support
- **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 assistance with health and human services. NJ 211 provides the 211 Service, which operates 24/7 and is free, confidential and multilingual, and can be accessed by phone, text, chat or email. Comprised of over 6,000 programs, our nationally accredited Resource Directory is the backbone of NJ 211. The directory is used by our trained specialists to connect New Jerseyans to local health and human services, and individuals can self-search the database on our website. For more information about NJ 211, visit nj211.org.

###