

Spring 2005

Nearly 3,000 in Union County Successfully Connect

Every hour of every day, someone in our community can benefit from local services and programs. That's why the 2-1-1 helpline has become such a vital resource during its first year of existence in Union County.

In fact, nearly 3,000 people in Union County have already successfully dialed 2-1-1 to get connected to human services, community resources, and government programs that provide solutions to their everyday needs.

The 2-1-1 helpline is available 24/7/365 and calls from landlines and cell phones are free and confidential. Multi-lingual, certified Call Specialists make appropriate and caring referrals and provide ongoing monitoring to ensure caring service is provided to 2-1-1 callers. TTY/TTD is also available.

"2-1-1 is available in Union County thanks to a strong partnership between United Way and Union County's Board of Chosen Freeholders," said Sandy Erwin, Interim Chief Executive officer at United Way of Greater Union County. The overwhelming success of 2-1-1 in Union County helped lead to a statewide launch of 2-1-1 earlier this year. In fact, local 2-1-1 Call Centers are now geographically distributed throughout the state, drawing on locally based information and assistance expertise to provide access to a full range of resources.

Union County residents who call 2-1-1 get answers to life's everyday needs, including: where to find low-cost pharmaceuticals; where to donate clothes; where to go for assistance with heat and other utilities; how to find quality childcare and care for the elderly; organizations offering counseling and support groups; tax information; transportation for the elderly and disabled and legal advice.

Currently, New Jersey is one of 13 states that provides statewide access to 2-1-1. About 37% of the U.S. population has 2-1-1 access, and plans are focused on bringing 2-1-1 to 100% of the U.S. within the next several years.