



NJ 2-1-1 Partnership

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IBM Grant Awarded to NJ 2-1-1

Analytical Services to Measure Impact

East Hanover, NJ – The NJ 2-1-1 Partnership has been awarded an IBM Impact Grant valued at \$127,000. The grant will be used to evaluate NJ 2-1-1's impact as part of ReachNJ, the state's addiction helpline. At its inception Governor Christie enlisted NJ 2-1-1 to power the line with direct client interface to services. The pilot study that is funded through IBM will evaluate the effect on treatment outcomes when a person addicted to opioids is connected directly by NJ 2-1-1 to treatment and/or the addict's family to peer supports. "We are very pleased to partner with NJ 2-1-1 and offer the power of IBM technology and expertise to help advance the important work being done around this most critical issue," says Peter Ingrassi, Senior Location Executive of IBM New Jersey. "Through our Corporate Citizenship Impact Grant Program, IBM is donating the time of expert data analysts who will uncover patterns of substance abuse, provide treatment approaches, and outcome reports that will help us identify where there are opportunities to make systemic changes for the better."

IBM consultants will be working closely with NJ 2-1-1 staff to develop the study's methodology, identify data points and variables, perform the data analysis and conduct several Preliminary Findings work sessions. The study's outcome will be helpful in determining future protocol as the state continues to address the opioid epidemic that has gripped our nation. By analyzing data points that are gathered continuously by NJ 2-1-1 in combination with the data being collected by ReachNJ, treatment centers and support groups, an unbiased determination can be made regarding the effectiveness of assisting those addicted to opioids and their families to connect to treatment centers, as opposed to simply having them navigate the system independently. The study is expected to begin in October.

"Being able to work closely with IBM professionals is invaluable to NJ 2-1-1. It is essential that we analyze methods and outcomes in order to ensure that progress is being made. Once we have these analytical tools in place for ReachNJ, we are hoping to employ them in other areas of our work. Our goal is to objectively track our successes as well as outcomes that might be other than what was expected," says NJ 2-1-1 executive director Melissa Acree. "This kind of analysis will inform our future actions and enhance the way we help. That is what we are after," she added.

NJ 2-1-1, a subsidiary of the United Ways of New Jersey, is a nationally accredited information and referral service that has been answering the call for help since 2005. The service is free, confidential, multi-lingual and always available. With a database of over 3,000 service providers and 10,000 programs and services, the organization provides front door access to community resources and a lifeline for those

who simply do not know where to turn in times of crisis and confusion. The organization is currently involved in over 20 special initiatives with state and county government, the United Ways of NJ and corporate partners like IBM.

This is the fifth major investment by IBM in the work of NJ 2-1-1. Through IBM's generous donations and support, NJ 2-1-1 has been able to provide the most professional and technologically advanced service to those who call 2-1-1 or visit the website (www.nj211.org) in need of assistance.

Timeline of the contributions by IBM:

- In Fall 2009, NJ 2-1-1 Partnership receives its first grant from IBM for a server. This System x3400 7976L2U was the first server that allowed NJ 2-1-1 to replace its domain server and consolidate other file servers onto this server.
- In Spring 2013, NJ 2-1-1 Partnership receives a second grant for an IBM Server. This DF13H03 server allowed NJ 2-1-1 to retire two older servers and expand the capacity of applications onto this new server.
- In Fall 2013, NJ2-1-1 Partnership received a grant from IBM to receive SPSS software and training. The training included onsite IBM sponsored training by SPSS specialists.
- In the Summer 2015, NJ2-1-1 Partnership receives a fourth grant for a pair of DF15H03 servers that enable NJ 2-1-1 to consolidate applications from old servers onto virtual servers.

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About NJ 2-1-1

The statewide information and referral service began in 2002 when the United Ways of New Jersey spearheaded efforts to give people-in-need a central location to call when looking for health and human services. The Board of Public Utilities designated the NJ 2-1-1 Partnership as the sole administrator of the three digit dialing code. Statewide coverage began in 2005. **In 2016 alone, the NJ 2-1-1 Partnership provided resource assistance to over 363,000 people who called 2-1-1 or visited our website.** With roughly 3,000 agencies in the organization's resource database and over 10,000 programs and services listed, NJ 2-1-1 provides the public with front door access to non-profit, government and faith-based services, as well as disaster response information. Follow us on Twitter @NJ211 and FB <https://www.facebook.com/nj211partnership/>.