



## FAQs About 211

### What is NJ 211?

Simply put, NJ 211 is an information and referral service that connects people in need with services that can help. Live assistance is available day and night, every day of the year.

### What types of questions can be answered by 211 community resource specialists?

We provide comprehensive information and referral services to callers about a variety of issues, including:

- **Basic Human Needs:** Contact 211 when you need help finding food, clothing, shelter, rental assistance, utility assistance, affordable housing, etc.
- **Support for Seniors and People with Disabilities:** We can help you find adult day care, congregate meals, Meals on Wheels, respite care, home health care, transportation, homemaker services...
- **Support for Children, Youth and Families:** Reach out to us to learn about resources for childcare, after school programs, family resource centers, summer camps and recreation programs, mentoring, tutoring, protective services...
- **Physical and Mental Health Resources:** We'll help you find resources related to health insurance programs, Medicaid and Medicare, maternal health, Children's Health Insurance Program, medical information lines, crisis intervention services, support groups, counseling, drug and alcohol intervention and rehabilitation services...
- **Employment Supports:** Contact us if you need resources for financial assistance, job training, transportation assistance, education programs...
- **We are the Home Energy Assistance Hotline for the state of NJ:** We can check on the status of your LIHEAP application and answer your questions about utility assistance programs.
- **As the State Homeless Hotline we are the number to call when you need emergency shelter.**

### Is there a fee for using NJ 211?

All of our services are free, confidential, and multilingual.

### Do you have a website?

Yes, you will find us at [www.nj211.org](http://www.nj211.org). Our website provides easy access to the very same resource database that our specialists use and focused resource pages that provide essential facts, contact numbers and web links so individuals have the tools they need to find answers, empowering them to take the next step.

**Where is 211 available in New Jersey?**

NJ 211 is a statewide organization.

**How can I contact NJ 211?**

Live assistance is available through several channels. You can reach us by dialing 2-1-1 from any landline or cell phone. You can also reach us by texting your zip code to 898-211, chat with us online at [www.nj211.org](http://www.nj211.org) or email us at [info@nj211.org](mailto:info@nj211.org). We are here 24 hours a day, every day of the year.

**Do you collect personal information and share it with public officials?**

No, we do not collect personal information. Callers are free to give us as much or as little information as they wish. We need a zip code or county to find local resources and we ask for veteran status, because some programs are available only to veterans. Beyond this, we ask for demographic information (age, sex, marital status). Our data collection system includes the tracking of expressed needs and provides government leaders and helping professionals with anonymous information, which enables them to address emerging social trends in real time.

**Who funds 211 in New Jersey?**

This confidential service is supported by many of the local United Way chapters throughout New Jersey in partnership with the State of New Jersey Department of Community Affairs, Department of Human Services, Office of Emergency Management, the Department of Children and Families, the Department of Health, the Attorney General; local counties and partner agencies with whom we are working on collaborative initiatives. Donations from individuals is important to our overall stability as well. Find out how you can [make a donation](#).

**Is 211 available in other places?**

211 is a universally respected and well-established national model. Today there are over 200 211 organizations across the US. The 211 network responds to more than 14 million requests for help every year.

**Why is it important to have a national 211 system? I live in New Jersey.**

Without federal funding 211 in any state still lacks stable, long-term financing. A national 211 system brings stability to people-in-need, fosters efficiencies in government and provides a compassionate, nationwide network of support in times of crisis. When regional disasters occur, 211s outside of the area are often called upon to step in and respond to callers in distress. The infrastructure that is already in place enables the distressed 211 to smoothly transfer callers to the back-up organization and enables resource databases and data collection platforms to be shared between organizations. NJ 211 has done this many times when hurricanes have hit in North and South Carolina, Florida and Texas. We counted on our partner 211s when Hurricane Sandy hit our shores. This back-up emergency collaboration by 211s throughout the country provides a much-needed safety net and ensures that residents of every state can turn to 211 during times of disaster.