



NJ 2-1-1 Partnership

Above and Beyond I&R

The partnerships described below have been cultivated through the years and extend the reach of NJ 2-1-1. Collaborations like this provide hope and help to those who are struggling to find solutions.

Our Special Initiatives include:

Addictions Helpline – ReachNJ

NJ 2-1-1 was asked by the Governor's office to serve as the state's Addictions Helpline. Callers dialing 844.ReachNJ or using chat services on www.reachnj.org are connected to NJ 2-1-1 community resource specialists who will assess a caller's situation and provide appropriate referrals so that those suffering from addiction, their families and those they love will get the help they need. This single point of entry provides those seeking help with a clear path to existing recovery resources. NJ 2-1-1 provides help and hope.

After Hours Adult Protective Services (Morris County)

Through this partnership, NJ 2-1-1 is able to directly connect abused adults who are in harm's way with Morris County's protective services for investigation.

Bergen County Compassion Fund

Bergen County's United Way

The Bergen County Compassion Fund is supported through Bergen County's United Way. It is a fund of last resort providing one-time temporary financial assistance. When a Bergen County resident contacts us they are first assessed by NJ 2-1-1 community resource specialists who look for existing programs to help address needs. Through this assessment, we are able to identify those who do not qualify for any program and direct them to the Bergen County Compassion Fund for possible assistance.

Diabetes Management and Prevention Initiative

DOH (Department of Health)

NJ 2-1-1, in partnership with the NJ Department of Health, is committed to providing the most up-to-date information on diabetes prevention and management to its callers. As part of this initiative, we ask every caller if they are interested in learning more about this topic. Our community resource specialists provide those who are interested with information about programs in their area.

Disaster Recovery (as needed)

NJ 2-1-1 serves as vital back-up for other 2-1-1s throughout the United States when disasters call for this kind of assistance. During Hurricane Matthew (2016), NJ 2-1-1 handled calls from the 2-1-1 Palm Beach/Treasure Coast area of Florida and North Carolina's 2-1-1.

EndHungerNJ.org

DCF (Department of Children and Families)

With the help of the New Jersey Department of Children and Families, and in collaboration with the NJ Hunger Prevention Advisory Committee, NJ 2-1-1 created this site to educate and connect callers with food pantries and soup kitchens in their area. The site's intentional simplicity in design makes it easy for those providing services of this kind to add their listing and for those in-need to find the help they seek. The site also offers helpful links to nutritional information and organizations.

Flu on Call

CDC (Centers for Disease Control) and UWW (United Way Worldwide)

NJ 2-1-1 was one of fifteen 2-1-1s in the country asked to participate in this initiative in an effort to alleviate the burden placed on healthcare providers during an influenza pandemic. Available 24/7/365, NJ 2-1-1 is perfectly poised to provide accurate and timely information, and transfer callers who are ill to medical professionals who will be able to provide treatment over the phone (thus reducing personal contact which could lead to further spread of the virus), while referring those seeking information about influenza or vaccinations to services found in the CDC's guidelines resources.

Help Me Grow

DCF (Department of Children and Families)

In partnership with the New Jersey Department of Children and Families, NJ 2-1-1 inquires with callers who have identified themselves as women who are pregnant and/or families of young children to see if they are interested in learning more about the services in our state that are designed to connect at-risk children with resources and services they need. If they say "yes" we provide a referral to their local HMG intake agency so that these families can receive appropriate services.

Homeless Hotlines [after-hours in the counties of Hudson and Morris; 24/7 in Middlesex and Passaic County]

NJ 2-1-1 serves as the homeless hotline for four counties and in this capacity performs a vulnerability assessment to determine the appropriate placement to achieve housing stability. This initial assessment is shared with county case management professionals who are then able to focus on addressing the needs of each client the next day.

Human Trafficking

United Way Worldwide and NHTRC (National Human Trafficking Resource Center)

Despite growing awareness of this crime, human trafficking is underreported. NJ 2-1-1 has partnered with the NHTRC in an effort to connect those in need of services with those who can help. Our community resource specialists have been specially trained to listen for signs that a caller might be in this kind of distress and connect them with the NHTRC Hotline for immediate help.

Kinship Navigator Program

DCF (Department of Children and Families)

The Kinship Navigator Program was created to provide assistance to those who are caring for an absent relative's child or children. Through a partnership with the Department of Children and Families, NJ 2-1-1 does the initial screening for this program and, using a password protected portal, transmits the applicant information to the appropriate Kinship Navigator agency whose case managers connect caregivers with services.

NJFindARide.org

In collaboration with transportation providers throughout the state, NJ 2-1-1 created this site to provide an online directory of accessible public transportation options for those who do not own a car. Transportation providers are free to submit their listing for consideration and those in need of transportation can search the database by specific criteria in an effort to find transportation that satisfies their individual needs. Information about accessible public transportation options and related programs is also available.

NJ Register Ready Special Needs Registry

OEM (Office of Emergency Management)

NJ Register Ready was created to help people with a disability in times of emergency. NJ residents with special needs are encouraged to add their personal information to the registry. The information is then shared with emergency response agencies so that responders will be better equipped to serve registrants in the event of an emergency or evacuation in their area. NJ 2-1-1 is ready to assist any caller who needs help in registering for this vital emergency preparedness program.

Prescription Drug Card

When we speak with callers who need help paying for their medications, we mail them a Prescription Drug Card which provides savings for this healthcare expense.

ReNew Jersey Stronger Disaster Recovery

NJ 2-1-1 serves as the ReNew Jersey Stronger Hotline. In this capacity, we respond to questions about the way hurricane assistance programs work; check on the status of applications and assist with finding resources for unmet needs related to the storm in an effort to rebuild homes and lives that were devastated.

Utility Assistance Programs

DCA (Department of Community Affairs) and AHA (Affordable Housing Alliance)

USF/LIHEAP - Through a partnership with the Department of Consumer Affairs, we educate and connect qualified callers with existing utility assistance programs. Those who qualify for USF/LIHEAP utility assistance are directed to their local application site. As part of this initiative we are able to check on the status of pending applications and answer any questions about how these and other utility programs work. Applicants are encouraged to dial 211 whenever they have a question.

TRUE/PAGE - Our partnership with the AHA enables us to assist callers who qualify for the TRUE or PAGE utility assistance programs as well. In this case, our community resource specialists explain the programs and the steps that need to be taken in order to apply. Once we receive a completed application from those who qualify, we will submit the application on their behalf. As part of this initiative we are able to check on the status of pending applications and answer any

questions about how these and other utility programs work. Applicants are encouraged to dial 211 whenever they have a question.

UVIS – Unified Victim Identification System

OHS (Office of Homeland Security)

If a disaster were to occur in our state that resulted in massive casualties and/or mortalities, family members who were looking for their loved ones would be directed to dial 211. Our staff has been trained in the UVIS system and would be able to register the inquiry and communicate what was currently known.

VITA – Volunteer Income Tax Assistance

(United Ways of New Jersey)

Our commitment to compiling a comprehensive listing of Volunteer Income Tax Assistance sites is based on the knowledge that hard-working, low-to-moderate income taxpayers can benefit from the Earned Income Tax Credit, but often don't even know that it exists. Our website provides the location and hours of every known VITA site in the state where eligible taxpayers can find free help in submitting their tax forms and benefitting from tax programs like this. We have a partnership with several of the United Ways of NJ to go one step further and schedule the appointments for qualified callers.

Your Way Home

NJ 2-1-1 is the Homeless Hotline and the single point of entry for this award-winning program in Montgomery, PA. We are responsible for screening homeless individuals and families and connecting them to existing support services.