

**COUNTY OF MONMOUTH**  
**Department of Human Services**  
**Division of Social Services**

**Lorraine Scheibener**  
**Director**



**P.O. Box 3000**  
**Freehold, NJ 07728**  
**Main Telephone (732) 431-6000**

**Effective, January 1, 2020,** New Jersey residents experiencing homelessness can call 2-1-1 for help. Under this new framework, NJ 2-1-1 will serve as New Jersey's Homeless Hotline to connect residents in need of shelter. NJ 2-1-1 will work in partnership with county agencies to ensure residents have a safe place to stay and get connected to resources.

NJ 2-1-1 operators will be available 24 hours a day, 7 days a week and accessible in different languages for non-English speakers. Information provided by the callers will be kept confidential, except for information that must be shared with providers involved in providing shelter or shelter-related services.