What is 2-1-1 VIRGINIA?

- **2-1-1** is an easy to remember, 3 digit phone number connecting people with information on community services. The 2-1-1 number is available throughout most of the United States and Canada.
- 2-1-1 VIRGINIA is a free service available 24/7, **365** days a year throughout the Commonwealth of Virginia.
- When people contact 2-1-1 VIRGINIA, they are connected to a trained professional who will listen to inquirer situations and suggest sources of help using one of the largest health and human services databases in Virginia.
- 2-1-1 VIRGINIA maintains a resource database of more than **6,000** agencies, with approximately **20,000** active and seasonal programs across Virginia and is constantly adding new agencies and programs.
- 2-1-1 VIRGINIA uses a highly mobile, cloud-based communication system and resource database allowing for operational flexibility.
- 2-1-1 VIRGINIA uses third party language translation in over **240** languages as well as the Virginia Relay for the Deaf.
- 2-1-1 VIRGINIA operates **2** AIRS accredited contact centers. Trained staff include **18** AIRS Certified Resource Specialists, **3** AIRS Certified Resource Specialist—Database Curators and **1** RCCSP Certified Call Center Manager.
- 2-1-1 VIRGINIA is also online where people can search the resource database, initiate live chat or send an email request.

Dial 2-1-1 or
visit www.211virginia.org to
email, **search** or **chat** today.

Hearing impaired? Dial 7-1-1 and then (800) 230-6977 to reach 2-1-1 VIRGINIA

Out of State? Dial (800) 230-6977

Between 7/1/18 & 6/30/19, 2-1-1 VIRGINIA:

- Handled **158,967** inquiries via phone
- Handled **506** inquiries via email
- Handled **693** inquiries via live chat
- Handled **1,512** inquiries via postal mail
- Handled **150** inquiries via walk-in
- Assisted nearly **90,000** inquirers
- Identified **109,335** individual caller needs
- Provided **248,579** referrals
- Received **74,039** visitors to the public website with **109,409** web sessions
- Updated **20,557** program listings
- Added **141** new program listings
- Provided support to **246** agencies
- Provided in-services to **44** agencies
- Participated in **133** community events

Contact Statistics:

- Average speed of answer **1.83** minutes
- Average length of contact **5.80** minutes

Contact times vary from a couple minutes to a half hour or more based on the inquirer's needs

Top 10 Requested Needs by Category

Utility Assistance	36,988	34%
Housing	21,319	20%
Food/Meals	6,637	6%
Health Care	6,188	6%
Individual, Family & Community Support	5,983	5%
Income Support/Assistance	5,973	5%
Legal, Consumer & Public Safety	5,267	5%
Disaster Services	4,252	4%
Information Services	3,364	3%
Government/Economic Services	3,223	3%

2-1-1 VIRGINIA is a service of the Virginia Department of Social Services provided in collaboration with:

- Council of Community Services
- The Planning Council of Norfolk
- United Way of Central Virginia
- United Way of Greater Richmond & Petersburg

Projects & accomplishments:

- Contact center during Hurricanes Florence and Michael for the Virginia Department of Emergency Management
- Contact center for Patient Location and Family Reunification during the Prince George bus crash
- Contact center for the Infant & Toddler Connection
- Afterhours contact center for the Virginia Department of Veterans' Services
- Contact Center for Virginia Department of Social Services Kinship Navigation program
- Contact center for Dominion Energy's Energy Share assistance program
- Contact center for the Dominion Energy nuclear power station emergency plan
- Participant in the 211 Counts data dashboard at www.211Counts.org

2018-19 Partnerships

- Virginia Department of Social Services
- Virginia Department of Emergency Management
- Virginia Department of Medical Assistance Services
- Virginia Department of Veteran Services
- Virginia Department of Behavioral Health and Developmental Services
- Virginia Department of Health
- Virginia Hospital & Healthcare Association
- United Way National Capitol Region
- Alliance of Information & Referral Systems
- Virginia Alliance of Information & Referral Systems
- Dominion Virginia Power

VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

COUNCIL OF
COMMUNITY SERVICES

ACCREDITED
AIRS
ALLIANCE OF INFORMATION & REFERRAL SYSTEMS