

What is 2-1-1 VIRGINIA?

- ◆ 2-1-1 is an easy to remember, 3 digit phone number connecting people with information on available 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 hours a day, 7 days a week, 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 caller 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 more than 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 specialists to operate from anywhere there is access to phone and high speed internet.
- ◆ 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 with 17 AIRS Certified Information & Referral Specialists, 3 AIRS Certified Resource Specialists and 1 RCCSP Certified Call Center Manager.
- ◆ 2-1-1 VIRGINIA is also on line 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 7/1/17 & 6/30/18, 2-1-1 VIRGINIA:

- ◆ Handled **123,133** inquiries via phone
- ◆ Handled **958** inquiries via email
- ◆ Handled **436** inquiries via live chat
- ◆ Assisted more than **85,000** inquirers
- ◆ Identified **115,147** individual caller needs
- ◆ Provided **243,977** referrals
- ◆ Received **62,639** visitors to the public website with **91,417** web sessions
- ◆ Updated **18,819** program listings
- ◆ Added **269** new program listings
- ◆ Assisted **85** agencies with program listings
- ◆ Provided **64** in-services to agencies
- ◆ Participated in **91** community events

Contact Statistics:

- ◆ Average speed of answer **1.28** minutes
- ◆ Average length of call **5.42** 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	43,620	38%
Housing	21,464	19%
Health Care	8,365	7%
Family & Community Support	7,431	6%
Income Support/Assistance	6,994	6%
Food/Meals	6,123	5%
Legal, Consumer & Public Safety	4,875	4%
Information Services	3,009	3%
Employment	2,586	2%
Government/Economic Services	2,457	2%

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:

- ◆ Launched enhanced email handling and live chat via the 211virginia.org website.
- ◆ Call center for Family Reunification during mass casualty incidents
- ◆ Call center for the Dominion Energy nuclear power station emergency plan
- ◆ Call center for the Infant & Toddler Connection
- ◆ Call center for Dominion Energy's Energy Share assistance program
- ◆ Call center for state, regional and local emergencies in partnership with emergency managers
- ◆ Participant in the 211 Counts data dashboard at www.211Counts.org

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 Worldwide/211US
- ◆ United Way National Capitol Region
- ◆ Alliance of Information & Referral Systems
- ◆ Virginia Alliance of Information & Referral Systems
- ◆ Dominion Virginia Power

