

What is 2-1-1 VIRGINIA?

- ◆ 2-1-1 is an easy to remember phone number connecting people with information on available community services and is available throughout much 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 call 2-1-1 VIRGINIA, they are connected to a trained professional who listens to caller situations and resources using one of the largest databases of health and human services in Virginia.
- ◆ 2-1-1 VIRGINIA maintains a resource database of more than 6,000 agencies, with more than 19,000 programs across Virginia and is constantly adding new agencies and programs.
- ◆ 2-1-1 VIRGINIA uses a highly mobile, cloud-based phone system and resource database allowing specialists to operate from anywhere there is access to phone and high speed internet.
- ◆ 2-1-1 VIRGINIA operates 2 AIRS accredited centers with 17 (63%) AIRS certified specialists.
- ◆ 2-1-1 VIRGINIA provides translation services for callers through third party interpreters and the Virginia Relay for the Deaf.
- ◆ 2-1-1 VIRGINIA is also available on-line where people can search the resource database, compare services side-by-side and get directions to an agency. There were 18,116,000 web site hits in 2014-15.

www.211virginia.org

Call 2-1-1 VIRGINIA today.



Between July 1, 2014 and June 30, 2015, 2-1-1 Virginia:

- ◆ Answered 162,789 calls.
- ◆ Identified 97,986 caller needs
- ◆ Provided 218,497 referrals
- ◆ Updated 21,219 program listings
- ◆ Identified 73 new agencies
- ◆ Conducted outreach at 156 events

Contact Statistics:

- ◆ Avg. speed of answer 0.49 minutes
 - ◆ Avg. length of call 3.68 minutes
 - ◆ Abandons (hang ups) 6.54% of calls
- Call time can vary from just a couple minutes to much longer based on the needs of the caller**

Top Ten Needs Categories: Number of requests

1. Utility Assistance	41,759
2. Housing Assistance	19,275
3. Healthcare	7,292
4. Family/Community Support	6,081
5. Food/ Meals	5,277
6. Legal, Consumer/Public Safety	4,413
7. Information Services	3,889
8. Income Support/Assistance	2,018
9. Mental Health/Addictions	1,949
10. Clothing & Personal Needs	1,517

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

- ◆ Call center for Family Reunification during mass casualty events
- ◆ Call center for the Virginia Dominion Power Station emergency plan
- ◆ Call center for the Infant and Toddler Connection
- ◆ Participant in the Centers for Disease Control/United Way Worldwide Flu On Call Pilot Project
- ◆ Provides information and referral services for state, regional and local emergencies in partnership with Virginia Department of Emergency Management
- ◆ Provides custom reports and resource guides to a variety of state, regional and local agencies

Partnerships

- ◆ Virginia Department of Social Services
- ◆ Virginia Department of Emergency Management
- ◆ Virginia Department of Medical Assistance Services
- ◆ Virginia Department of Health
- ◆ Virginia Department of Veterans Services
- ◆ Virginia Hospital and Healthcare Association.
- ◆ United Way Worldwide
- ◆ Association of Information & Referral Systems (AIRS)
- ◆ Virginia Alliance of Information & Referral Systems (VAIRS)
- ◆ Dominion Virginia Power

