

# TIPS

- 1 Before calling, create a list of your needs.** We will try to get all of your questions answered in one phone call.
- 2 Be proactive.** Call early to prevent minor situations from escalating into major emergencies. Don't wait until you are deep into a crisis or problem to seek help.
- 3 Have realistic expectations.** Sometimes help takes time. You and your 2-1-1 Information and Referral Specialist may have to be creative and work through the problem together.
- 4 Keep in touch**—if a referral doesn't work out, call and let us know so we can connect you to other available resources and get you the help you need.
- 5 And remember, we're available 24 hours a day!**

VIRGINIA  
**2-1-1**<sup>TM</sup>  
Get Connected. Get Answers.  
Dial 2-1-1 • [www.211virginia.org](http://www.211virginia.org)

## 2-1-1 VIRGINIA SERVICE PROVIDERS

Norfolk



Lynchburg



Richmond



Roanoke



In partnership with Virginia Department of Social Services.

### GET CONNECTED, GET ANSWERS

In Virginia, you can now dial 2-1-1 to connect to health and human services, including:

- Alzheimer's assistance
- Child care referral centers
- Child development
- Consumer counseling
- Crisis intervention
- Disability services
- Domestic violence programs
- Education
- Energy assistance
- English as a second language classes
- Family counseling
- Financial assistance
- HIV/AIDS programs
- Home health care
- Homeless services
- Legal assistance
- Maternal and child health care
- Mentorship opportunities
- Parenting programs
- Senior services
- Substance abuse
- Suicide prevention
- Transportation
- Volunteer opportunities

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For more information, call 2-1-1 today.  
web: [www.211virginia.org](http://www.211virginia.org)

Dialing **2-1-1**  
helps me find  
**ANSWERS**



Free and confidential  
information and referrals

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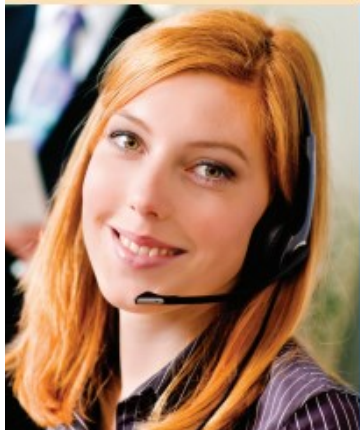
# What is 2-1-1?

## WHO DO YOU CALL WHEN:

You need resources to care for an elderly loved one? Or someone you love is a victim of domestic violence? Or you can't find affordable health care or child care? Or someone you know needs assistance with rent or a utility bill?

## CALL 2-1-1

2-1-1 is an easy-to-remember phone number connecting people with free information on available community services.



*"When you dial 2-1-1, I'm here to help. As a trained call specialist, I provide information and referrals to people just like you, who don't know where to turn for help."*

## DIAL 2-1-1 FOR COMMUNITY SERVICES



When you dial 2-1-1, you will be connected to a trained professional who can provide referrals to health and human services including:

- **BASIC HUMAN NEEDS:**  
Food banks, shelters, rent or utility assistance
- **PHYSICAL AND MENTAL HEALTH RESOURCES:**  
Medicaid, Medicare, pre-natal care, children's health insurance programs, crisis intervention, support groups, counseling, alcohol and drug rehabilitation
- **WORK INITIATIVES:**  
Educational and vocational training programs, English as a second language classes, job training, GED preparation, financial and transportation assistance
- **SUPPORT FOR SENIORS AND THOSE WITH DISABILITIES:**  
Area Agencies on Aging, independent living centers, adult day care, meals at home, respite care, home health care, transportation and recreation
- **SUPPORT FOR CHILDREN, YOUTH AND FAMILIES:**  
After-school programs, tutoring, mentorship programs, family resource centers, protective services, counseling, child care centers, and recreation
- **VOLUNTEERING IN YOUR COMMUNITY:**  
Volunteer centers, mentorship opportunities, locations to donate food, clothing, furniture, computers or other items

## DIAL 2-1-1 FOR VIRGINIA DISASTER RECOVERY



During times of disaster, 2-1-1 VIRGINIA will work with local and state emergency management and disaster response officials to provide:

- Accurate and up-to-date information for citizens of the Commonwealth.
- Volunteer and donation coordination.
- Crisis intervention and human services coordination.
- Access to disaster support services during the entire recovery process.

You can also log on to [www.211virginia.org](http://www.211virginia.org)

