2019– 2020 Annual Report

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 inquirers contact 2-1-1 VIRGINIA, they are connected to a trained professional who will listen to their 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 and is constantly adding new agencies and programs.

- 2-1-1 VIRGINIA uses a 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** Alliance of Information & Referral Services (AIRS) accredited contact centers. Trained staff include **16** AIRS Certified Resource Specialists, **3** AIRS Certified Resource Specialist—Database Curators and **1** Resource Center For Customer Service Professionals (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 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
Dashboard: www.211Counts.org

From 7/1/19 to 6/30/20, 2-1-1 VIRGINIA :

- Handled **136,293** inquiries including:

Phone:	**133,377**
Postal Mail:	**1,393**
Live chat:	**698**
Email:	**537**
Agency walk-in:	**288**

- Assisted nearly **91,000** total inquirers
- Assisted **2,313** Spanish language calls
- Assisted **22** calls via the Relay for the Deaf
- Identified **108,753** individual caller needs
- Provided **224,503** referrals
- Received **80,710** visitors to the public website with **113,979** web sessions
- Updated **22,738** program listings
- Added **227** new program listings
- Provided support to **321** listed agencies
- Provided in-services to **51** agencies
- Participated in **114** community events

Contact Statistics:

- Average speed of answer **1:59** minutes
- Average length of contact **6:21** minutes

Top 10 Requested Needs by Category

Category	Count	%
Utility Assistance	30,066	28%
Housing	22,028	21%
Healthcare	13,049	12%
Individual, Family & Community Support	9,425	7%
Food/Meals	9,224	8%
Income Support/Assistance	6,506	6%
Legal, Consumer, and Public Safety	4,370	4%
Government/Economic Services	2,436	2%
Information Services	2,429	2%
Clothing/Personal/Household Needs	2,266	2%

2-1-1 VIRGINIA is a public/private partnership between the Virginia Department of Social Services & the Council of Community Services provided in collaboration with:

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

2019-20 Projects & Accomplishments:

- Contact center during Hurricane Dorian for the Virginia Department of Emergency Management responding to **251** contacts.
- Contact center for the Health Information Line for the Virginia Department of Health during the COVID-19 outbreak responding to over **39,000** contacts.
- Contact center for the Infant & Toddler Connection responding to **1,082** calls.
- Afterhours contact center for the Virginia Department of Veterans' Services responding to **1,009** current & Former military nights and weekends.
- Contact Center for Virginia Department of Social Services Kinship Navigation program making **112** referrals to the 5 Kinship Navigation programs.
- Contact center for Dominion Energy's Energy Share assistance program making **24,163** referrals to **61** program sites.
- Contact Center for the Dominion Energy Nuclear Power Emergency Plan.

2019-20 Partnerships

- Virginia Department of Social Services
- Virginia Department of Aging & Rehabilitative Services.
- Virginia Department of Emergency Management
- Virginia Department of Veteran Services
- Virginia Department of Behavioral Health & Developmental Services
- Virginia Department of Health
- Virginia Hospital & Healthcare Association
- Alliance of Information & Referral Systems
- Virginia Alliance of Information & Referral Systems
- Dominion Energy

VIRGINIA DEPARTMENT OF SOCIAL SERVICES

ACCREDITED AIRS ALLIANCE OF INFORMATION & REFERRAL SYSTEMS

COUNCIL OF COMMUNITY SERVICES