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

<table>
<thead>
<tr>
<th>Category</th>
<th>GC:19–20</th>
<th>GC:18–19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utility Assistance</td>
<td>30,666</td>
<td>28%</td>
</tr>
<tr>
<td>Housing</td>
<td>22,028</td>
<td>21%</td>
</tr>
<tr>
<td>Healthcare</td>
<td>13,049</td>
<td>12%</td>
</tr>
<tr>
<td>Individual, Family &amp; Community Support</td>
<td>9,425</td>
<td>7%</td>
</tr>
<tr>
<td>Food/Meals</td>
<td>9,224</td>
<td>8%</td>
</tr>
<tr>
<td>Income Support/Assistance</td>
<td>6,506</td>
<td>6%</td>
</tr>
<tr>
<td>Legal, Consumer, and Public Safety</td>
<td>4,370</td>
<td>4%</td>
</tr>
<tr>
<td>Government/Economic Services</td>
<td>2,436</td>
<td>2%</td>
</tr>
<tr>
<td>Information Services</td>
<td>2,429</td>
<td>2%</td>
</tr>
<tr>
<td>Clothing/Personal/Household Needs</td>
<td>2,266</td>
<td>2%</td>
</tr>
</tbody>
</table>

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