

VIRGINIA 
2-1-1™
2010 • 2011
ANNUAL REPORT

2-1-1 VIRGINIA provides free and confidential information and referrals, 24-hours a day. This year, five regional call centers recorded their highest volumes ever, with a significant increase in requests for housing and utility assistance.

“2-1-1 raises our visibility as a health department and helps us with the difficult job of getting our service information out to the public.”

Dr. Kerry Gateley
 Central Virginia Health District,
 Virginia Department of Health

133,655
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the total number of calls made to 2-1-1 VIRGINIA

Contact date from 07-01-10 to 06-30-2011

TOP IDENTIFIED NEEDS FOR FISCAL YEARS 2009 - 2011

Housing and Utilities Assistance

Housing and utilities assistance has been the highest identified need in the last two years, consistent with economic and unemployment trends.

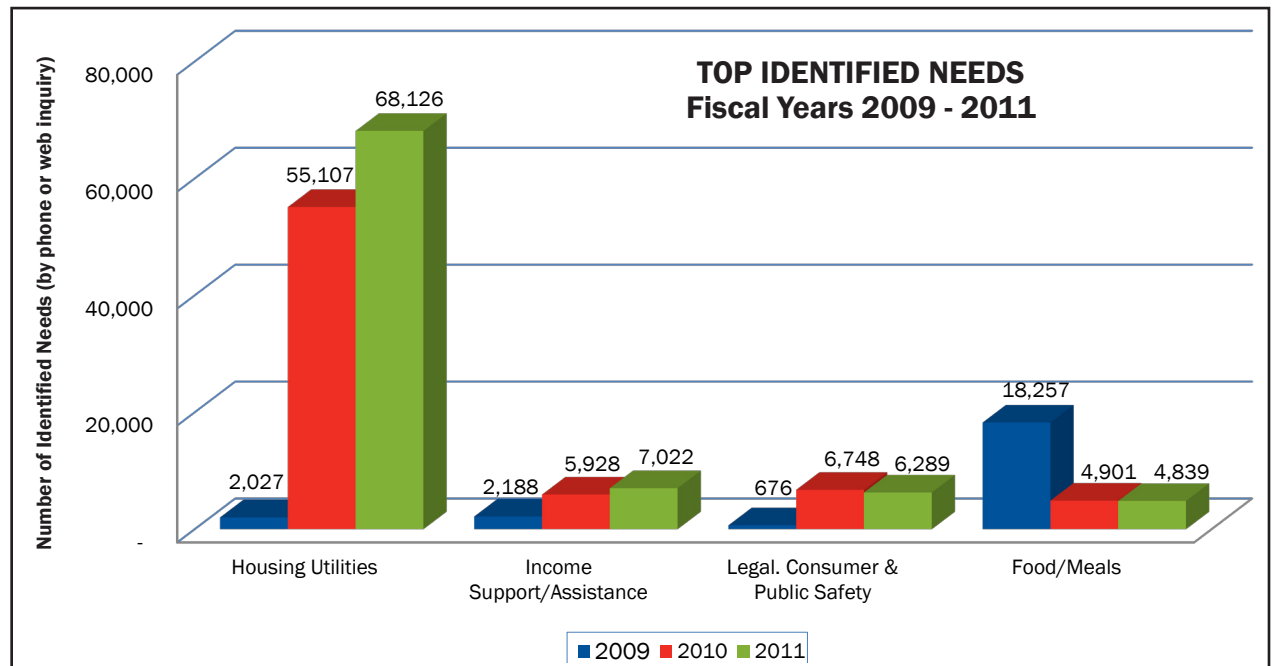
Calls in this area have **increased 97%** from 2,027 in 2009 to 68,126 in 2011. Most inquiries in this area were related to utility assistance, followed by housing assistance.

Food and Meals

Food and meals was the highest identified need or request for information in 2009 (18,257). These identified needs fell to 4,839 in 2011. This area includes information on food pantries and foodbanks, as well Supplemental Nutrition Assistance Program.

This correlates with increases in the SNAP caseload and recent statistics that show

Virginia is in the nation for food security. **2nd**



COST DATA FOR FISCAL YEAR 2010 - 2011

2-1-1 VIRGINIA 2010-2011 Sources of Funding

Revenues	2010 - 2011	Expenses	2010 - 2011
Appropriation Act	\$ 723,844	Sole Source Contract	\$ 1,631,150
Federal Trust Fund	\$ 531,791	*DSS Support	\$ 86,885
Subtotal	\$ 1,255,635	Subtotal	\$ 1,718,035
**DMAS	\$ 400,000		
***VDH	\$ 62,400		
Total	\$ 1,718,035	Total	\$ 1,718,035

*DSS=VA Department of Social Services

**DMAS=VA Department of Medical Assistance Services

***VDH=VA Department of Health

2-1-1 VIRGINIA is a service of the **Virginia Department of Social Services** provided in partnership with the Council of Community Services, the Family Resource and Referral Center, The Planning Council, the United Way of Central Virginia, and the United Way of Greater Richmond & Petersburg.

Thank You to our 2-1-1 VIRGINIA partners:

- Council of Community Services, Roanoke
- CrisisLink, Arlington
- Family Resource & Referral Center, Staunton
- The Planning Council, Norfolk
- United Way of Central Virginia, Lynchburg
- United Way of Greater Richmond & Petersburg

“2-1-1 is an invaluable resource. Whether you are looking for a specific resource or you don’t know where to turn, 2-1-1 can point you in the right direction.”

The best part is, you can find information anytime you need it, regardless of the time of day. I have used and recommended 2-1-1 to hundreds. Overall, we are fortunate to have this free, helpful resource in our community. I will continue to utilize the resource, while promoting it to others.”

Denise Scruggs
M.A., M.S., B.S.W.

Director, Beard Center on
Aging at Lynchburg College

For questions or for more information on how to locate services or list your agency dial 2-1-1 • online at www.211virginia.org • email: 211info@councilofcommunityservices.org

