What is 2-1-1 VIRGINIA?

- 2-1-1 is an easy to remember, 3 digit phone number connecting people with information on available 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 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 suggests 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 more than 20,000 active and seasonal 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 provides translation services for callers in over 240 languages through third party interpreters and the Virginia Relay for the Deaf.
- 2-1-1 VIRGINIA operates 2 AIRS accredited call centers with 13 AIRS Certified Information & Referral Specialists, 3 AIRS Certified Resource Specialists and 1 RCCSP Certified Call Center Manager.
- 2-1-1 VIRGINIA is also on line where people can search the resource database, compare services side-by-side and get directions to an agency.

Call 2-1-1, email 211info@councilofcommunityservices.org or visit www.211virginia.org today.

2016 – 2017 Annual Report

Between July 1, 2016 and June 30 2017, 2-1-1 VIRGINIA:
- Handled 139,688 in & outbound calls
- Assisted more than 85,000 callers
- Identified 99,189 individual caller needs
- Provided 202,465 referrals
- Updated 15,890 program listings
- Added 638 new program listings
- Conducted outreach at 236 events
- Received more than 45,000 visitors to the website with 62,851 sessions
- Worked with the Virginia Department of Behavioral Health and Developmental Services on new MOA
- Transitioned to a new database platform

Contact Statistics:
- Average speed of answer 44.4 seconds
- Average length of call 4.71 minutes
- Abandons (caller hang ups) 11% of calls
- Call times vary from a few minutes to a half hour or more based on the caller's needs

Top 10 Requested Needs by Category
1. Utility Assistance 56,511
2. Housing 30,440
3. Health Care 10,882
4. Food/Meals 8,540
5. Family & Community Support 6,142
6. Income Support/Assistance 6,099
7. Legal, Consumer & Public Safety 4,561
8. Clothing & Household Needs 2,482
9. Mental Health/Addictions 2,368
10. Employment 2,148

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 Nuclear Power Station emergency plan
- Call center for the Infant & Toddler Connection
- Public information call center for state, regional and local emergencies in partnership with emergency managers
- Participant in the CDC/United Way Worldwide Flu On Call annual exercise
- Participant in the 211 Counts data dashboard at www.211Counts.org
- Provides custom data reports and resource lists to state, regional and local government and non-profit agencies
- Provides referral services for Dominion Virginia Power’s Energy Share assistance program

Partnerships
- Virginia Department of Social Services
- Virginia Department of Emergency Management
- Virginia Department of Medical Assistance Services
- Virginia Department of Veteran Services
- Virginia Department of Behavioral Health and Developmental Services
- Virginia Department of Health
- Virginia Hospital & Healthcare Association
- United Way Worldwide
- Alliance of Information & Referral Systems
- Virginia Alliance of Information & Referral Systems
- Dominion Virginia Power