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 people contact 2-1-1 VIRGINIA, they are connected to a trained professional who will listen to inquirer 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 across Virginia and is constantly adding new agencies and programs.
- 2-1-1 VIRGINIA uses a highly mobile, 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 AIRS accredited contact centers. Trained staff include 18 AIRS Certified Resource Specialists, 3 AIRS Certified Resource Specialist—Database Curators and 1 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 to email, search or chat 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

Between 7/1/18 & 6/30/19, 2-1-1 VIRGINIA:
- Handled 158,967 inquiries via phone
- Handled 506 inquiries via email
- Handled 693 inquiries via live chat
- Handled 1,512 inquiries via postal mail
- Handled 150 inquiries via walk-in
- Assisted nearly 90,000 inquirers
- Identified 109,335 individual caller needs
- Provided 248,579 referrals
- Received 74,039 visitors to the public website with 109,409 web sessions
- Updated 20,557 program listings
- Added 141 new program listings
- Provided support to 246 agencies
- Provided in-services to 44 agencies
- Participated in 133 community events

Contact Statistics:
- Average speed of answer 1.83 minutes
- Average length of contact 5.80 minutes

Contact times vary from a couple minutes to a half hour or more based on the inquirer’s needs

Top 10 Requested Needs by Category

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utility Assistance</td>
<td>36,988</td>
<td>34%</td>
</tr>
<tr>
<td>Housing</td>
<td>21,319</td>
<td>20%</td>
</tr>
<tr>
<td>Food/Meals</td>
<td>6,637</td>
<td>6%</td>
</tr>
<tr>
<td>Health Care</td>
<td>6,188</td>
<td>6%</td>
</tr>
<tr>
<td>Individual, Family &amp; Community Support</td>
<td>5,983</td>
<td>5%</td>
</tr>
<tr>
<td>Income Support/Assistance</td>
<td>5,973</td>
<td>5%</td>
</tr>
<tr>
<td>Legal, Consumer &amp; Public Safety</td>
<td>5,267</td>
<td>5%</td>
</tr>
<tr>
<td>Disaster Services</td>
<td>4,252</td>
<td>4%</td>
</tr>
<tr>
<td>Information Services</td>
<td>3,364</td>
<td>3%</td>
</tr>
<tr>
<td>Government/Economic Services</td>
<td>3,223</td>
<td>3%</td>
</tr>
</tbody>
</table>

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 & accomplishments:
- Contact center during Hurricanes Florence and Michael for the Virginia Department of Emergency Management
- Contact center for Patient Location and Family Reunification during the Prince George bus crash
- Contact center for the Infant & Toddler Connection
- Afterhours contact center for the Virginia Department of Veterans’ Services
- Contact Center for Virginia Department of Social Services Kinship Navigation program
- Contact center for Dominion Energy’s Energy Share assistance program
- Contact center for the Dominion Energy nuclear power station emergency plan
- Participant in the 211 Counts data dashboard at www.211Counts.org

2018-19 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 National Capitol Region
- Alliance of Information & Referral Systems
- Virginia Alliance of Information & Referral Systems
- Dominion Virginia Power