



VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

FOR IMMEDIATE RELEASE:

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2-1-1 Virginia Launches Live Text Functionality

24-Hour referral service expands access and support to communities

Richmond, VA (June 15, 2021) – In efforts to be more accessible and increase support to more Virginians, [2-1-1 Virginia](#), the Commonwealth’s largest network of health and human service resources, added another way to receive information and referrals. In addition to the 2-1-1 website, email, and call center, live texting is now available for Virginians to access resources within their local area.

2-1-1 Virginia is a free, 24-hour information and referral service of the Virginia Department of Social Services (VDSS), provided in partnership with the [Council of Community Services](#). The statewide resource provides access to free and confidential crisis and emergency counseling, disaster assistance, food, health care, insurance assistance, stable housing and utility payment assistance, employment services, veteran services, and childcare and family services.

2-1-1 Virginia has been a key public resource during the COVID-19 pandemic response through partnerships with the Virginia Department of Health, the Virginia Rent and Mortgage Relief Program, and Rebuild VA. 2-1-1 Virginia continues to play a critical role in the state’s response and recovery by disseminating general information, determining eligibility and connecting citizens to assistance.

“Last year, 2-1-1 Virginia assisted over 102,000 Virginians, providing nearly 250,000 referrals to programs that offer essential services and responding to an average of 13,800 calls each month,” said VDSS Commissioner S. Duke Storen. “Expanding access to 2-1-1 Virginia through text message will make it easier for individuals and families to locate vital information and referrals easily and quickly find assistance.”

To access this new live texting feature and get connected to a VDSS community resource specialist, text “Connect” to 247211 from any mobile device. Message and data rates may apply. For more information on 2-1-1 Virginia and a list of services, visit 211virginia.org.

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2-1-1 Virginia is provided by the Virginia Department of Social Services in partnership with the Council of Community Services, The Planning Council, United Way of Central Virginia, United Way of Greater Richmond & Petersburg and the Virginia Alliance of Information and Referral Systems.