



**Virginia**

**Get Connected. Get Help.**

# 211 Virginia Information Session:

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# The 411 on 211 Virginia



**TEXT  
CONNECT  
TO 247211**



**DIAL  
211**



**LIVE CHAT  
211VIRGINIA.ORG**



**SEARCH  
211VIRGINIA.ORG**



**211 Virginia is an easy-to-remember three-digit dialing code connecting people with information on available community services throughout the Commonwealth.**

**211 Virginia is a free and confidential service available 24 hours a day, 365 days a year.** 211 Virginia is always open.

211 is **nationally accredited through Inform USA** (*formerly known as the Alliance for Information and Referral Services*) and is available across most of the United States & Canada.

# What is 211 Virginia?



**211 Virginia** is a contracted service of the **Virginia Department of Social Services**. The **Council of Community Services** is the main contractor and subcontracts with the **United Way of Central Virginia** to maintain the resource directory.

- Established in the **Code of Virginia in 1984**.
- 211 number launched in **February 2006**.
- A directory of over **17,000 programs** across the Commonwealth and beyond.
- A nationally accredited source for referrals to government, nonprofit, and faith-based agencies.

# About 211 Virginia

# Benefits of 211 Virginia

- **Helps navigate the human services maze and acts as a central access point** to Virginia's health and human services agencies.
- **Maintains an extensive resource directory** of over 5,000 agencies and 17,000 programs across the Commonwealth.
- **211 fields the first call and reduces the burden on service providers** by helping individuals in need find the right solution so agencies can spend less time redirecting calls to other agencies and more time addressing their clients' needs.
- **211 pre-screens** and strives only to refer individuals who meet your agency's eligibility requirements.
- **211 saves time.** 211 is a resource for agency staff. It's free, 24/7, and is available for social workers, hospital staff, government officials, law enforcement, and more.



- To find resources outside of your organization to refer clients
- To empower clients to seek help and resources by themselves when your organization is inaccessible
- As a resource for seniors, disabled, non-English speakers, those with limited reading skills, people in personal crisis, and anyone new to their communities
- You need resources for yourself or family members
- Available for everyone

# When Should You Utilize 211?



# Ways to Connect

- **Dial 2-1-1**
- **Out of State?** Dial 1-800-230-6977
- **Hearing-impaired?** Dial 7-1-1 and then 1-800-230-6977
- **Text CONNECT to 247211**  
*(message and data rates may apply.)*
- **Live Chat and email** are available at [211virginia.org](https://211virginia.org)
- **Search for resources** at [211virginia.org](https://211virginia.org)



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[211VIRGINIA.ORG](https://211virginia.org)



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# What happens when someone contacts 211 Virginia?



**GET CONNECTED. GET HELP.**

**2·1·1**  
Virginia

Need Help? Dial the numbers  
**211 or 800-230-6977**

**TEXT**  
CONNECT TO  
247211

**DIAL**  
211

**LIVE CHAT**  
211VIRGINIA.ORG

**SEARCH**  
211VIRGINIA.ORG

AVAILABLE 24/7/365

FREE AND CONFIDENTIAL SERVICE

The graphic features a man in a yellow shirt holding a smartphone, with thought bubbles containing icons for a house, a lightbulb, a stethoscope, a fork and knife, and a house with a checkmark. The background is blue with white and orange accents.

**Trained staff use the latest technology to:**

- Identify an inquirer's need(s)
- Provide accurate information on community resources
- Refer and follow up with inquirers as needed
- Advocate with service providers as needed



# Tips for Contacting

- Before contacting, **create a list of your needs**. We will try to get all your questions answered in one phone call/contact.
- **Be proactive**. Call when a minor situation arises to prevent it from escalating into a major emergency. Don't wait until you are deep into a crisis or problem to seek help.
- **Have realistic expectations**. Sometimes help takes time. You and your 211 Virginia Community Resource Specialist may have to be creative and work through the problem together.
- **Keep in touch**. If a referral doesn't work out, contact us and let us know so we can connect you to other available resources and get you the help you need.



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# From Hello to Help.

**When you contact 211 Virginia, you will be connected to a trained professional who can provide referrals to health and human services including:**

- Basic human needs
- Physical and mental health resources
- Work initiatives
- Support for seniors and those with disabilities
- Support for children, youth, and families
- Volunteering in your community, and more!



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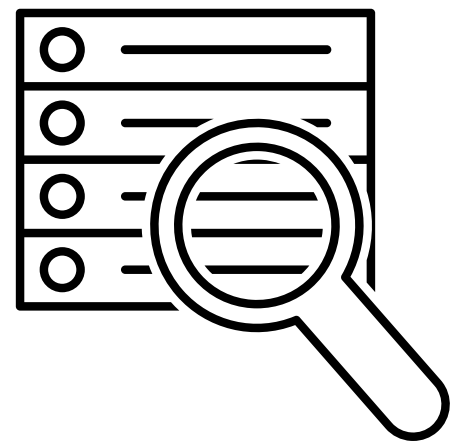
Virginia

# Quick Facts



## Language access

211 Virginia uses a third-party language translation service in over **240 languages** and offers limited live translation for Spanish-speaking inquirers.



## Largest Directory

211 Virginia maintains a resource directory of more than **5,000 agencies**, with approximately **17,000 active and seasonal programs**, and is constantly adding new agencies and programs.



## Accredited Centers

211 Virginia operates an **accredited contact center and accredited database center**, staffed with Certified Community Resource Specialists, Database Curators, Supervisors, and a Contact Center Director.



# Partners

 **18K+**  
referrals to state agencies and programs.



# 2023 Data Snapshot

## TOP 10 SEARCH TERMS

### HOUSING

Financial aid for rent assistance, homelessness prevention, housing search, homeless central intake, housing subsidized, and shelter homeless



85,964

unique inquirers.

116,576

requests for help.

296,521

referrals to helping programs and services.

### UTILITY ASSISTANCE

Financial aid for electric, gas, and water.

### FOOD/MEALS

Food Pantry

### INDIVIDUAL, FAMILY & COMMUNITY SUPPORT



105K+ referrals for utility assistance.



102K+ referrals to housing and homeless prevention services.



28K+ referrals to reduce hunger and food insecurity.

### LEGAL, CONSUMER & PUBLIC SAFETY



13K+ referrals to individual, family, and community support.



5K+ referrals for legal advice and representation.

## TOP 5 NEEDS BY CATEGORY

# Connect with 211 Virginia



Virginia

- **Train your staff and volunteers on 211 Virginia.**
  - Encourage them to attend an informational session to learn more!
- **Connect with the 211 Virginia Community Engagement Team.**
  - Locate your regional specialist to access resources, training, technical support, and more!
- **Sign up for the 211 Virginia newsletter.**
- **Follow the Council of Community Services @ccsroanoke on social media.**
- **Visit 211 Virginia University.**
  - A one-stop shop resource for nonprofits, government agencies, and faith-based programs.



Sign up to  
stay in touch!



211 Virginia  
University

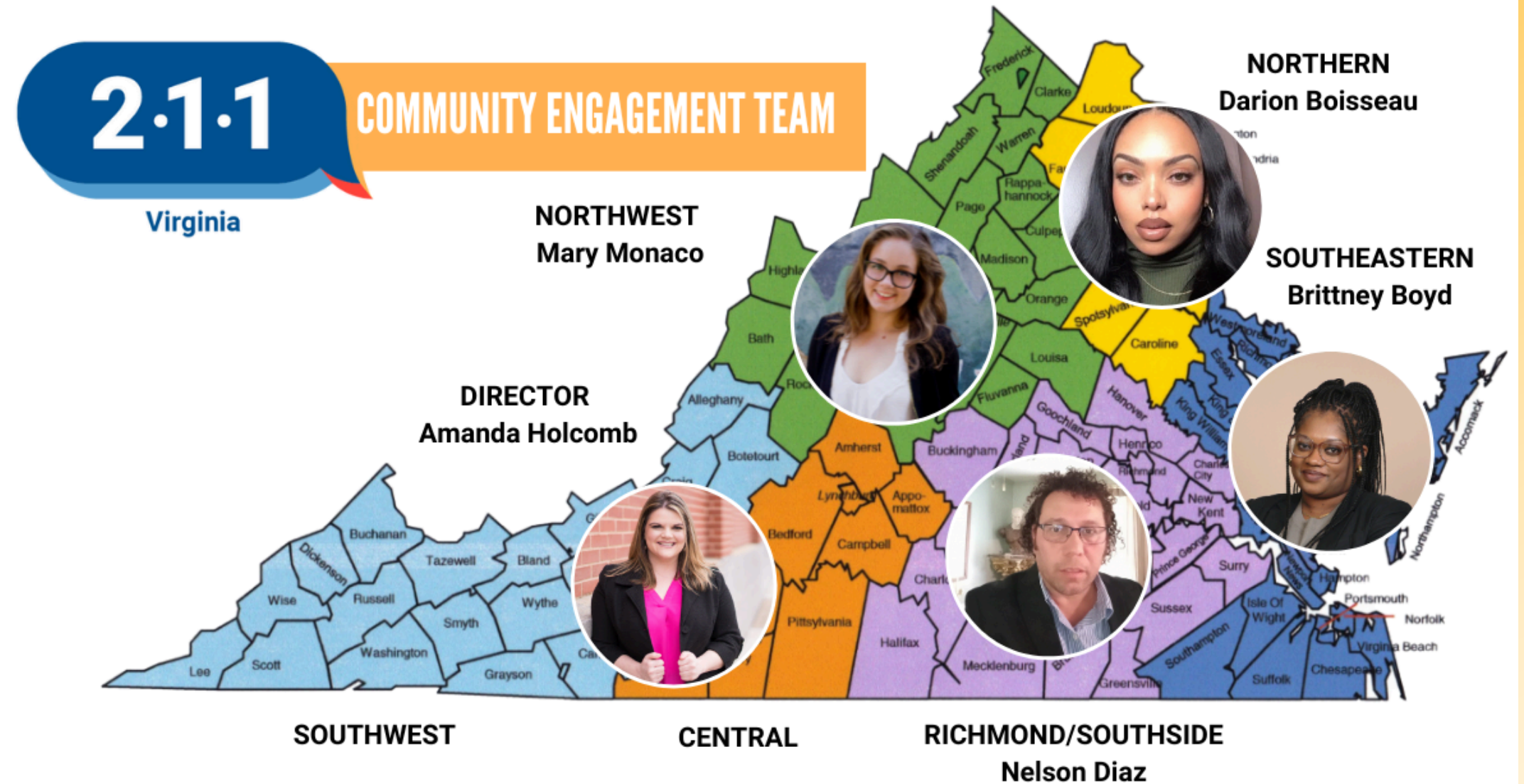


- **Director of Community Engagement**

- Amanda Holcomb, Council of Community Services
  - [amandah@councilofcommunityservices.org](mailto:amandah@councilofcommunityservices.org)

- **Community Engagement Team**

- **Southeast**
  - Brittney Boyd, Council of Community Services
    - [brittneyb@councilofcommunityservices.org](mailto:brittneyb@councilofcommunityservices.org)
- **Richmond/Southside**
  - Nelson Diaz, Council of Community Services
    - [nelsond@councilofcommunityservices.org](mailto:nelsond@councilofcommunityservices.org)
- **Northern**
  - Darion Boisseau, Council of Community Services
    - [darionb@councilofcommunityservices.org](mailto:darionb@councilofcommunityservices.org)
- **Northwest**
  - Mary Monaco, Council of Community Services
    - [marym@councilofcommunityservices.org](mailto:marym@councilofcommunityservices.org)
- **Southwest and Central**
  - Please contact Amanda Holcomb



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# ANY QUESTIONS?



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