

VIRGINIA



2-1-1™

Get Connected. Get Answers.

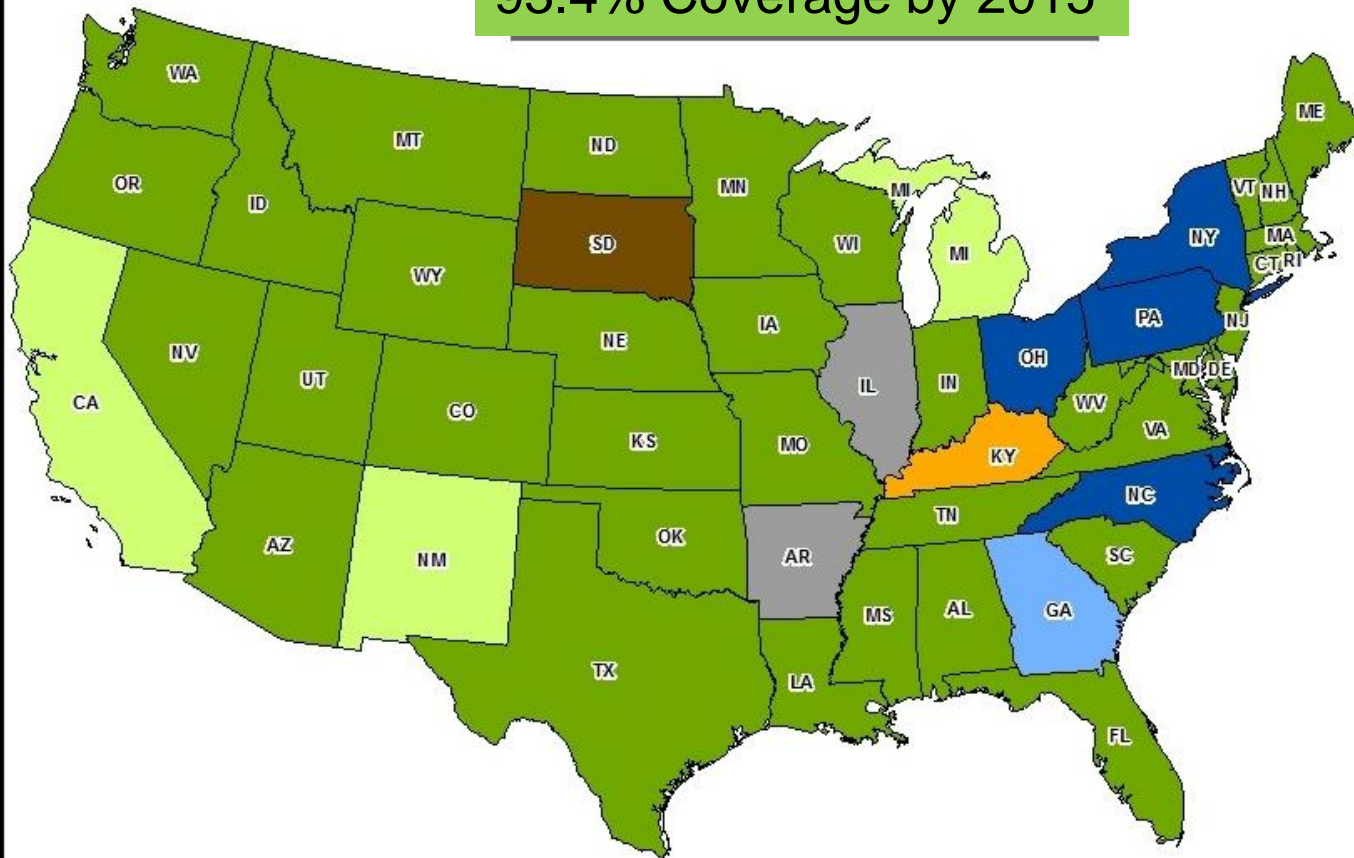
What is 2-1-1?

- A three-digit dialing code that connects callers to information about Health & Human Services
- Is available in every state, Puerto Rico & Canada
- It is FREE, and referrals are to agencies that offer free or sliding scale services
- It is available 24/7 365 days per year
- It connects people to contact specialists in their state who can help them access the services they need

% of Population Covered* by 2-1-1 in Each State



93.4% Coverage by 2015



% 2-1-1 Coverage by State

- 100% Coverage
- More than 90% Coverage
- More than 80% Coverage
- More than 60% Coverage
- More than 40% Coverage
- More than 20% Coverage
- Less than 20% Coverage



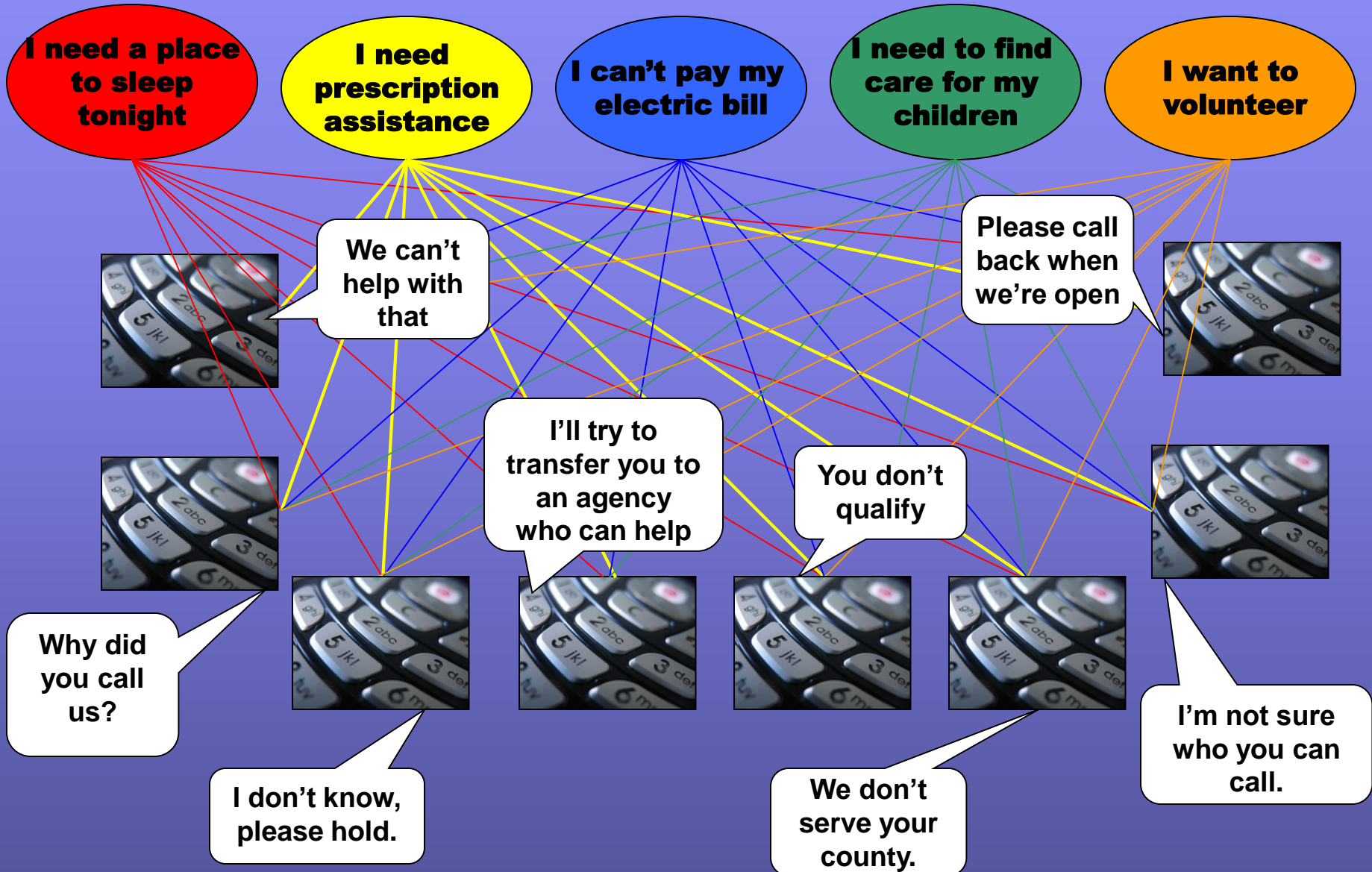
What is 2-1-1 VIRGINIA?

- Is a program of the Virginia Department of Social Services in partnership with the Council of Community Services
- It is part of the Code Of Virginia and the 211 number was launched in February 2006
- It is guided by a database of over 18,000 programs all across the Commonwealth

2-1-1 VIRGINIA Database

1. Utility Assistance
2. Housing
3. Health Care
4. Individual, Family & Community Support
5. Food & Meals
6. Legal, Consumer & Public Safety
7. Information Services
8. Income Support & Assistance
9. Mental Health & Addictions
10. Government & Economic Services
11. Clothing, Personal & Household Needs
12. Transportation
13. Employment
14. Disaster Services
15. Education
16. Volunteers & Donations
17. Arts, Culture & Recreation

Navigating the Health & Human Services Maze





When You Call 2-1-1 VIRGINIA

- A contact specialist will:
 - Provide information & referral on a broad range of services, including utility assistance, child care, housing, healthcare, food assistance & more based on caller location
 - Help callers brainstorm options based on their needs & available services
 - Offer to follow up with callers when needed
 - Advocate for callers who need additional help to receive services
 - Can answer calls in more than 200 languages.

Streamlining Access to Health & Human Services





What You Can Do at 211virginia.org?

- Look Up Resources based on your ZIP code
- Read Statewide Announcements
- Update your Agency
- Find Resources During an Emergency

2-1-1virginia.org

Virginia
2-1-1TM
Get Connected. Get Answers.

Select Language | ▼

About 2-1-1 Virginia Update/Add your Agency Contact Us

2-1-1 Virginia is a free service that can help you find the local resources you need. We're here for you 24 hours a day, seven days a week.

Search for Services in Virginia:

ZIP or county Area of need (e.g. "food" or "rent") Go

... or dial 2-1-1 to speak to a contact specialist.

Arlington, Virginia

ANNOUNCEMENTS:

- **FUEL ASSISTANCE:** Applications are now being accepted (October 13 through November 13). Fuel Assistance helps eligible households with the costs of heating their homes. In order to be eligible, certain citizenship criteria must be met and a household's income must be less than the maximum allowed for the number of people in the home. Applicants must also be responsible for paying the heating bill. You have two options to apply. Visit CommonHelp at the link below of download the application and apply through your local department of social services <http://www.dss.virginia.gov/benefit/ea/index.cgi>
- **HOLIDAY ASSISTANCE PROGRAMS:** The holiday season will be here before you know it. When families are struggling every day to make ends meet, holidays make those struggles even more apparent. There are some resources available however. Application deadlines for holiday assistance are often as early as September or October. SEARCH "Holiday Assistance"



2-1-1 VIRGINIA Partners

- Virginia Department of Social Services
- Council of Community Services
- Virginia Department of Corrections
- Virginia Department of Health
- Virginia Hospital & Healthcare Association
- Virginia Department of Emergency Management
- Dominion Virginia Power
- Centers for Disease Control
- United Way World Wide
- The Alliance of Information & Referral Systems



2-1-1 VIRGINIA is a Public Information Line for Emergencies & Disasters

- Part of Virginia's emergency management plan as well as many local & regional emergency plans.
- Severe weather
- Dominion Nuclear Power Station
- Operates Patient Locator
- Health Inquiry Line
- Helps 9-1-1 by taking non-emergency calls



2-1-1 VIRGINIA Agencies

- Council of Community Services, Roanoke
- The Planning Council, Norfolk
- United Way of Central Virginia, Lynchburg
- United Way of Greater Richmond & Petersburg, Richmond



Other-1-1 Numbers

- 3-1-1: Municipal Services
- 4-1-1: Directory Assistance
- 5-1-1: Travel Information & Road Conditions
- 6-1-1: Cell Phone Customer Service
- 7-1-1: Virginia Relay for the Deaf
- 8-1-1: Miss Utility
- 9-1-1: Emergency Dispatch for Police, Fire & Rescue

For more information, please contact:

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2-1-1 VIRGINIA Regional Outreach

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COUNCIL OF
COMMUNITY
SERVICES

