



Virginia Commission on Youth
Tuesday, November 28, 2006

What is 2-1-1?

- Easy to remember phone number for FREE access to health and human services
- In Virginia, the Statewide Information & Referral System and VDSS comprise the **2-1-1 VIRGINIA** System



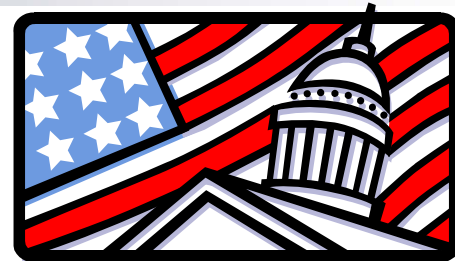
What is 2-1-1?



- 2-1-1 provides Community Information and Referral (I & R) Services.
- Trained staff use the latest information technology to help:
 - Define caller's needs
 - Provide accurate information on the right community resources
 - Refer and Follow-Up as needed with service providers to ensure people get the help they need

***2-1-1 Connects People with the Right Information
at the Right Time***

Where Is 2-1-1?



Activity Across the Nation

- Currently, 209 active 2-1-1 systems covering all or part of 41 states
- Over 192 million Americans, 65% of the US population, can dial 2-1-1

Current Status of 2-1-1 VIRGINIA

- 2-1-1 launched publicly in February 2006 in the following regions: **Richmond, Southeast, Central Virginia, Northwest Virginia and Southwest Virginia**
- 5,284,126 Virginians are able to dial 2-1-1; approximately **75%** of the population
- 2-1-1 service is available 8:30 a.m. to Midnight, seven days a week
- Northern Virginia will launch 2-1-1 in 2007

2-1-1 VIRGINIA Statistics

- Since February 10, 2006, 2-1-1 VIRGINIA has received 37,230 calls, which represents a 20 % increase over the same period in 2005.
- The first quarter 2006-2007 identified the top ten needs of inquirers as Mental Health, Housing, Financial Assistance, Home Care, Basic Immediate Needs, Health/Medical, Other Information, Violence, Government and Food.
- Currently, the Statewide Database houses 7,822 agencies and 19,847 programs.



Marketing **2-1-1 VIRGINIA**

- Radio spots have been developed to raise awareness statewide.
- Each region is working with VDSS to promote 2-1-1 VIRGINIA regionally.
- Two Outreach Specialists will be hired to promote 2-1-1 VIRGINIA to local, regional and state agencies and organizations.

2-1-1 VIRGINIA Partnerships

- Current statewide partners include:

Virginia Department of Social Services

Virginia Department of Health

Celebrating Special Children, Inc.

Virginia Commission on Youth

Virginia Department of Health Professions



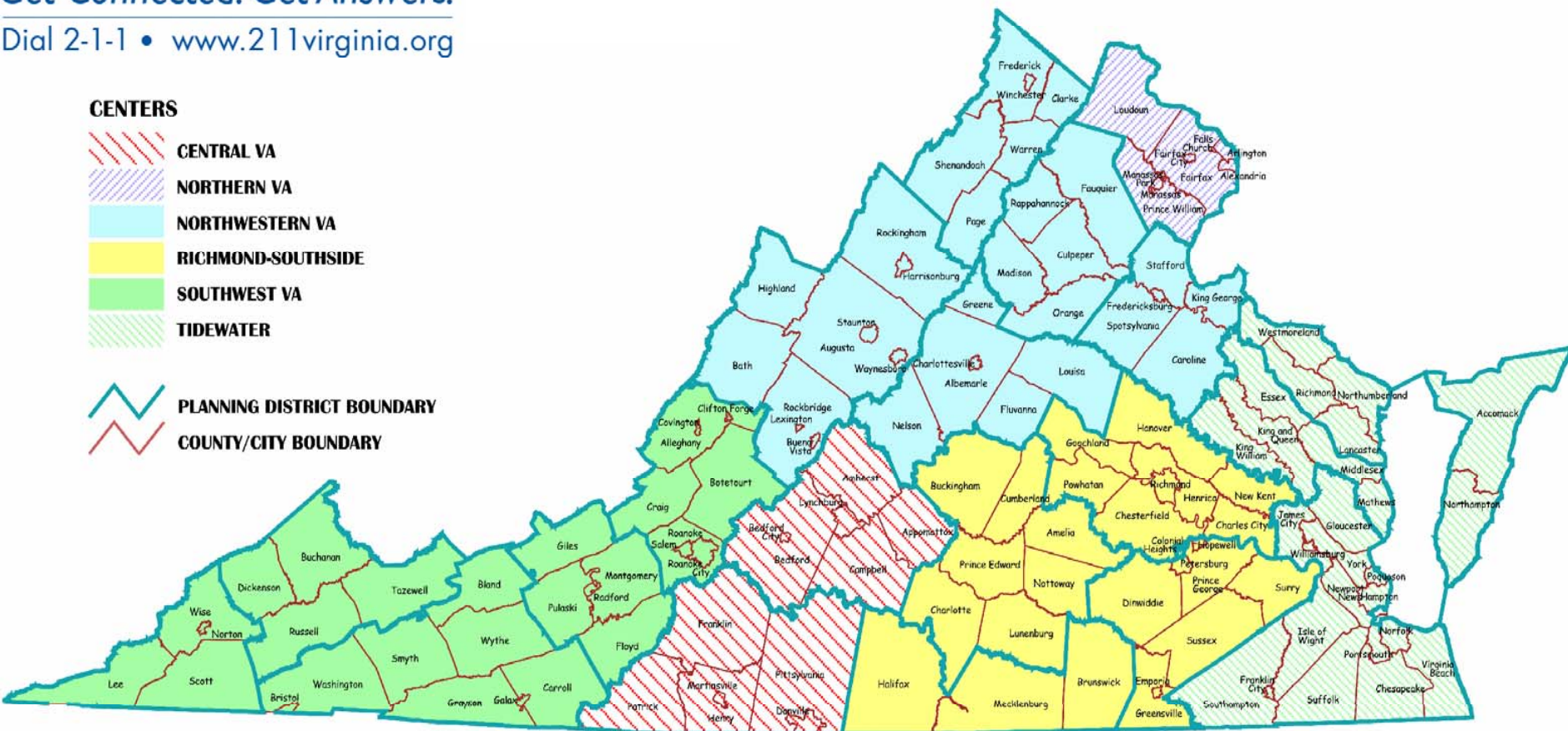
Pilot Projects

- Virginia Department of Health Professions
- State Operator Service (VITA)

Projected Cost for 2-1-1

- Estimated cost for the 2-1-1 VIRGINIA System is \$3.4 million annually.
- Approximately \$1.7 million has been secured.
- 2006 General Assembly appropriated \$394,100 annually (2006-2008).
- Need to secure an additional \$1.3 million annually.

CENTERS



Prepared by Northern Virginia Regional Commission
 Copyright 2002
 Source of county and VA planning district boundaries: VA Economic Development Partnership
 For more information about this map or to purchase a copy of this map,
 contact NVRC at 7535 Little River Turnpike, Suite 100, Annandale, VA 22003.
 Telephone: (703) 642-0700.





www.211virginia.org

***2-1-1 Connects People with the Right
Information at the Right Time***



2-1-1 VIRGINIA Contacts:

- Pam Kestner-Chappelear, President
Council of Community Services
540.985.0131 extension 101
pamkc@councilofcommunityservices.org
- Denny Huff, 2-1-1 VIRGINIA Coordinator
540.985.0131 extension 215
dennyh@councilofcommunityservices.org