TIPS

1. Before calling, create a list of your needs. We will try to get all of your questions answered in one phone call.

2. Be proactive. Call early to prevent minor situations from escalating into major emergencies. Don’t wait until you are deep into a crisis or problem to seek help.

3. Have realistic expectations. Sometimes help takes time. You and your 2-1-1 Information and Referral Specialist may have to be creative and work through the problem together.

4. Keep in touch—if a referral doesn’t work out, call and let us know so we can connect you to other available resources and get you the help you need.

5. And remember, we’re available 24 hours a day!

2-1-1 VIRGINIA SERVICE PROVIDERS

In partnership with Virginia Department of Social Services.

GET CONNECTED, GET ANSWERS

In Virginia, you can now dial 2-1-1 to connect to health and human services, including:

- Alzheimer’s assistance
- Child care referral centers
- Child development
- Consumer counseling
- Crisis intervention
- Disability services
- Domestic violence programs
- Education
- Energy assistance
- English as a second language classes
- Family counseling
- Financial assistance
- HIV/AIDS programs
- Home health care
- Homeless services
- Legal assistance
- Maternal and child health care
- Mentorship opportunities
- Parenting programs
- Senior services
- Substance abuse
- Suicide prevention
- Transportation
- Volunteer opportunities

Free and confidential information and referrals
What is 2-1-1?

WHO DO YOU CALL WHEN:

You need resources to care for an elderly loved one? Or someone you love is a victim of domestic violence? Or you can’t find affordable health care or child care? Or someone you know needs assistance with rent or a utility bill?

CALL 2-1-1

2-1-1 is an easy-to-remember phone number connecting people with free information on available community services.

DIAL 2-1-1 FOR
COMMUNITY SERVICES

When you dial 2-1-1, you will be connected to a trained professional who can provide referrals to health and human services including:

- **BASIC HUMAN NEEDS:**
  Food banks, shelters, rent or utility assistance

- **PHYSICAL AND MENTAL HEALTH RESOURCES:**
  Medicaid, Medicare, pre-natal care, children’s health insurance programs, crisis intervention, support groups, counseling, alcohol and drug rehabilitation

- **WORK INITIATIVES:**
  Educational and vocational training programs, English as a second language classes, job training, GED preparation, financial and transportation assistance

- **SUPPORT FOR SENIORS AND THOSE WITH DISABILITIES:**
  Area Agencies on Aging, independent living centers, adult day care, meals at home, respite care, home health care, transportation and recreation

- **SUPPORT FOR CHILDREN, YOUTH AND FAMILIES:**
  After-school programs, tutoring, mentorship programs, family resource centers, protective services, counseling, child care centers, and recreation

- **VOLUNTEERING IN YOUR COMMUNITY:**
  Volunteer centers, mentorship opportunities, locations to donate food, clothing, furniture, computers or other items

**When you dial 2-1-1, I’m here to help. As a trained call specialist, I provide information and referrals to people just like you, who don’t know where to turn for help.**

DIAL 2-1-1 FOR
VIRGINIA DISASTER RECOVERY

During times of disaster, 2-1-1 VIRGINIA will work with local and state emergency management and disaster response officials to provide:

- Accurate and up-to-date information for citizens of the Commonwealth.
- Volunteer and donation coordination.
- Crisis intervention and human services coordination.
- Access to disaster support services during the entire recovery process.

You can also log on to www.211virginia.org