2016– 2017 Annual Report

What is 2-1-1 VIRGINIA?

- 2-1-1 is an easy to remember, 3 digit phone number connecting people with information on available community services. The 2-1-1 number is available throughout most of the United States and Canada.

- 2-1-1 VIRGINIA is a free service available 24 hours a day, 7 days a week, 365 days a year throughout the Commonwealth of Virginia.

- When people call 2-1-1 VIRGINIA, they are connected to a trained professional who listens to caller situations and suggests sources of help using one of the largest health and human services databases in Virginia.

- 2-1-1 VIRGINIA maintains a resource database of more than 6,000 agencies, with more than 20,000 active and seasonal programs across Virginia and is constantly adding new agencies and programs.

- 2-1-1 VIRGINIA uses a highly mobile, cloud-based phone system and resource database allowing specialists to operate from anywhere there is access to phone and high speed internet.

- 2-1-1 VIRGINIA provides translation services for callers in over 240 languages through third party interpreters and the Virginia Relay for the Deaf.

- 2-1-1 VIRGINIA operates 2 AIRS accredited call centers with 13 AIRS Certified Information & Referral Specialists, 3 AIRS Certified Resource Specialists and 1 RCCSP Certified Call Center Manager.

- 2-1-1 VIRGINIA is also on line where people can search the resource database, compare services side-by-side and get directions to an agency.

Call **2-1-1**, email
211info@councilofcommunityservices.org
or visit www.211virginia.org today.

Between July 1, 2016 and June 30 2017, 2-1-1 VIRGINIA:

- Handled 139,688 in & outbound calls
- Assisted more than 85,000 callers
- Identified 99,189 individual caller needs
- Provided 202,465 referrals
- Updated 15,890 program listings
- Added 638 new program listings
- Conducted outreach at 236 events
- Received more than 45,000 visitors to the website with 62,851 sessions
- Worked with the Virginia Department of Behavioral Health and Developmental Services on new MOA
- Transitioned to a new database platform

Contact Statistics:

- Average speed of answer   44.4 seconds
- Average length of call   4.71 minutes
- Abandons (caller hang ups) 11% of calls

Call times vary from a few minutes to a half hour or more based on the caller's needs

Top 10 Requested Needs by Category

1.	Utility Assistance	56,511
2.	Housing	30,440
3.	Health Care	10,882
4.	Food/Meals	8,540
5.	Family & Community Support	6,142
6.	Income Support/Assistance	6,099
7.	Legal, Consumer & Public Safety	4,561
8.	Clothing & Household Needs	2,482
9.	Mental Health/Addictions	2,368
10.	Employment	2,148

2-1-1 VIRGINIA is a service of the Virginia Department of Social Services provided in collaboration with:

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

Projects

- Call center for Family Reunification during mass casualty events
- Call center for the Virginia Dominion Nuclear Power Station emergency plan
- Call center for the Infant & Toddler Connection
- Public information call center for state, regional and local emergencies in partnership with emergency managers
- Participant in the CDC/United Way Worldwide Flu On Call annual exercise
- Participant in the 211 Counts data dashboard at www.211Counts.org
- Provides custom data reports and resource lists to state, regional and local government and non-profit agencies
- Provides referral services for Dominion Virginia Power's Energy Share assistance program

Partnerships

- Virginia Department of Social Services
- Virginia Department of Emergency Management
- Virginia Department of Medical Assistance Services
- Virginia Department of Veteran Services
- Virginia Department of Behavioral Health and Developmental Services
- Virginia Department of Health
- Virginia Hospital & Healthcare Association
- United Way Worldwide
- Alliance of Information & Referral Systems
- Virginia Alliance of Information & Referral Systems
- Dominion Virginia Power

VIRGINIA DEPARTMENT OF SOCIAL SERVICES

COUNCIL OF COMMUNITY SERVICES

ACCREDITED AIRS — ALLIANCE OF INFORMATION & REFERRAL SYSTEMS