



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

2-1-1 VIRGINIA SERVICE PROVIDERS

- Council of Community Services (Roanoke)
- Family Resource & Referral (Staunton)
- The Planning Council (Norfolk)
- United Way of Central Virginia (Lynchburg)
- United Way of Greater Richmond & Petersburg (Richmond)

2-1-1 VIRGINIA STATEWIDE PARTNERS

- Celebrating Special Children, Inc.
- Northern Virginia Regional Commission
- SeniorNavigator
- Virginia Alliance of Information & Referral Systems
- Virginia Board for People with Disabilities
- Virginia Child Care Resource & Referral Network
- Virginia Commission on Youth
- Virginia Council on Social Welfare
- Virginia Cooperative Extension
- Virginia Department for the Aging
- Virginia Department of Health
- Virginia Department of Mental Health, Mental Retardation and Substance Abuse Services
- Virginia Department of Social Services
- Virginia Statewide Information & Referral



Dialing 2-1-1 helps me find ANSWERS



**Free & confidential
information and referrals**



FOR MORE INFORMATION CALL 2-1-1 TODAY.

OR WRITE TO:

2-1-1 COORDINATOR

COUNCIL OF COMMUNITY SERVICES

P.O. BOX 598 ROANOKE, VA 24004

WEB: WWW.211VIRGINIA.ORG

Virginia Dept. of Social Services
www.dss.virginia.gov



WHAT IS 2-1-1?

Who do you call when someone you love is a victim of domestic violence? When you or someone you know can't find affordable health care? When you need child care? When a friend needs a support group for a drug addiction? When someone you know needs assistance with rent or a utility bill?

WHEN YOU NEED ANSWERS

2-1-1 is an easy to remember phone number connecting people with free information on available community services. When you dial 2-1-1, a trained professional will listen to your situation and suggest sources of help using one of the largest databases of health and human services in Virginia. Nonprofit organizations and federal, state and local government agencies are included in the database and you can access services in your community and statewide.



"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 COMMUNITY SERVICES

Whether you need help or want to provide help, 2-1-1 is the fast, free and confidential way to locate hundreds of services in your community. When you dial 2-1-1, you will be connected to a trained professional, who can provide referrals for 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, General Educational Development (GED) preparation, financial and transportation assistance
- **Support for seniors and those with medical, respite care, home health care, transportation and recreation 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, early childhood learning programs, child care referral centers, and recreation
- **Volunteering in your community:** Volunteer centers, mentorship opportunities, locations to donate food, clothing, furniture, computers and other items



2-1-1 VIRGINIA DISASTER RECOVERY

During times of disaster 2-1-1 VIRGINIA will provide an additional channel of communication for citizens of the Commonwealth. Working with local and state emergency management and disaster response officials, 2-1-1 VIRGINIA will provide:

- **Accurate and up-to-date information on community and regional response**
- **Volunteer and donation coordination**
- **Crisis intervention and human services coordination**
- **Access to disaster support services during the entire recovery process**

