

## **2-1-1 VIRGINIA**

### **2-1-1 VIRGINIA is the Commonwealth's health and human services information line.**

Dialing 2-1-1 provides information and referrals on a broad range of services, including rent assistance, utility assistance, food assistance, clothing, child care, housing, health care and job training programs.

### **2-1-1 VIRGINIA is always available.**

2-1-1 VIRGINIA is available 24 hours a day, 365 days a year in more than 200 languages. Trained call specialists throughout the state utilize one web-based database with more than 22,000 health and human services listings.

### **2-1-1 VIRGINIA is free and confidential.**

Highly trained professionals provide accurate and up-to-date information and referrals from non-profit organizations, faith-based organizations, for-profit companies and local, state and federal governments. All calls are confidential.

### **2-1-1 VIRGINIA provides disaster and emergency services.**

In 2010, 2-1-1 VIRGINIA became the public information service for the Virginia Department of Emergency Management and the Virginia Department of Health.

During disasters/emergencies, 2-1-1 VIRGINIA call specialists provide assistance to emergency operators by taking non-emergency calls. Emergency services, such as shelters, heating/cooling centers, meal programs and road closures are updated in real time.

2-1-1 VIRGINIA is the call center for the Virginia Hospital and Healthcare Association's mass causality incident system and the Virginia Department of Health's public information call center.

### **2-1-1 VIRGINIA provides a valuable resource to the community.**

Visit 2-1-1 VIRGINIA at [www.211virginia.org](http://www.211virginia.org).

**An example of one of the services in our database:** Food Bank - Lynchburg, Blue Ridge Area Food Bank

Help feed the hungry in our area. Consumers may walk in on a one time only basis and receive assistance. They are then given a list of participating food banks where they can receive assistance from one once a month. Service Area (Counties) Amherst County, Appomattox County, Bedford City, Bedford County, Buckingham County, Campbell County, Lynchburg City, Nelson County

Monday 8:00 AM-4:30 PM

Tuesday 8:00 AM-4:30 PM

Wednesday 8:00 AM-4:30 PM

Thursday 8:00 AM-4:30 PM

Friday 8:00 AM-4:30 PM

**Food Distribution 8AM-3:30PM \*One time only.**

Documents Required: If we receive calls or walk-ins, they are referred to a member organizations for assistance. Expect to be contacted within 24 hours. Consumer can self-refer. Service provider can refer directly.

**2-1-1 VIRGINIA OUTREACH**

2-1-1 VIRGINIA Outreach Specialists travel the state in order to educate local governments, businesses, faith-based organizations, nonprofits and community members about 2-1-1 and the services that we provide. They also seek out new resources and assist current ones with updating their listing information on the 2-1-1 database.

**Central Virginia** (Amherst, Appomattox, Bedford, Campbell, Franklin, Henry, Patrick and Pittsylvania Counties, and the Cities of Bedford, Danville, Lynchburg and Martinsville.)

**Joan Phelps, CIRS** [joan.phelps@unitedwaycv.org](mailto:joan.phelps@unitedwaycv.org) **434.846.8467 Ext 151**

**Northern Virginia** (Albemarle, Arlington, Augusta, Caroline, Clarke, Culpeper, Fairfax, Fauquier, Frederick, Greene, Highland, King George, Loudoun, Louisa, Madison, Orange, Page, Prince William, Rappahannock, Rockingham, Shenandoah, Spotsylvania, Stafford, Warren Counties, and the Cities of Alexandria, Charlottesville, Fairfax City, Falls Church, Fredericksburg, Manassas, Manassas Park)

**Mary Ellen Hutcherson** [maryellenh@councilofcommunityservices.org](mailto:maryellenh@councilofcommunityservices.org) **540.446.9587**

**Richmond/Petersburg Area** (Amelia, Brunswick, Buckingham, Charles City, Charlotte, Chesterfield, Cumberland, Dinwiddie, Farmville, Goochland, Greensville, Halifax, Hanover, Henrico, Lunenburg, Mecklenburg, New Kent, Nottoway, Powhatan, Prince Edward, Prince George, Surry and Sussex Counties, and Cities of Colonial Heights, Emporia, Hopewell, Petersburg and Richmond)

**Altise Street, CIRS** [streeta@yourunitedway.org](mailto:streeta@yourunitedway.org) **804.771.5845**

**Southeastern Virginia** (Accomack, Essex, Gloucester, Isle of Wight, James City, King & Queen, King William, Lancaster, Mathews, Middlesex, Northampton, Northumberland, Richmond, Southampton, Westmoreland, York, Counties, and the Cities of Chesapeake, Franklin, Hampton, Newport News, Norfolk, Poquoson, Portsmouth, Suffolk, Virginia Beach and Williamsburg)

**Elaina Dariah, CIRS** [edariah@theplanningcouncil.org](mailto:edariah@theplanningcouncil.org) **757.622.3720/757.622.9268, Ext 3048**

**Southwestern Virginia** (Alleghany, Augusta, Bath, Bland, Botetourt, Buchanan, Carroll, Craig, Dickenson, Floyd, Fluvanna, Giles, Grayson, Lee, Montgomery, Nelson, Pulaski, Roanoke, Rockbridge, Russell, Scott, Smyth, Tazewell, Washington, Wise and Wythe Counties, and the Cities of Bristol, Covington, Galax, Norton, Radford, Roanoke and Salem)

**Carissa South** [carissas@councilofcommunityservices.org](mailto:carissas@councilofcommunityservices.org) **540.985.0131, Ext 207**