

VIRGINIA



2-1-1TM

Get Connected. Get Answers.

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Statewide Information & Referral

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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 is preparing to make the transition to **2-1-1 VIRGINIA**



When will **2-1-1** be available?

- 2-1-1 is being tested throughout the state
- 2-1-1 will be launched publicly in February 2006 in the following regions: Richmond, Tidewater, Central Virginia, Northwest Virginia, Southwest Virginia
- Northern Virginia will launch in 2006-07
- Today 46% of the U.S. population can dial 2-1-1

Projected Cost for 2-1-1

- To launch 2-1-1 on a 24/7 basis in five regions in 2005-06, \$503,000 is needed to cover start-up costs
- Estimated cost for the 2-1-1 system is \$3.4 million annually with approximately \$1.7 million in existing funds
- Leaving \$1.7 million to be secured on an annual basis



Why we need **2-1-1** now!

- During Hurricanes Katrina and Rita 2-1-1s in Louisiana and Texas proved a valuable resource during times of disaster
- In LA, 2-1-1 was promoted as the number to call for help, to ask about evacuation, and to donate goods or services. The 2-1-1 center that fielded the most calls took more than **8,000** calls a day
- In TX, ads ran calling 2-1-1 “*the go to number for evacuee needs and volunteerism*”. The Texas 2-1-1 system took more than **267,000** calls during and immediately after the hurricanes

**Virginia Commission on Youth
and
Statewide Information & Referral**
Working Together
to bring
2-1-1 VIRGINIA



2-1-1 VIRGINIA Contacts:

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