

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!**

VIRGINIA
2-1-1
Get Connected. Get Answers.
Dial 2-1-1 • www.211virginia.org

2-1-1 VIRGINIA SERVICE PROVIDERS



Roanoke



Northern Virginia

Staunton

Norfolk



Lynchburg

Richmond



United Way
of Central Virginia

United Way of Greater
Richmond & Petersburg

In partnership with Virginia Department of Social Services.

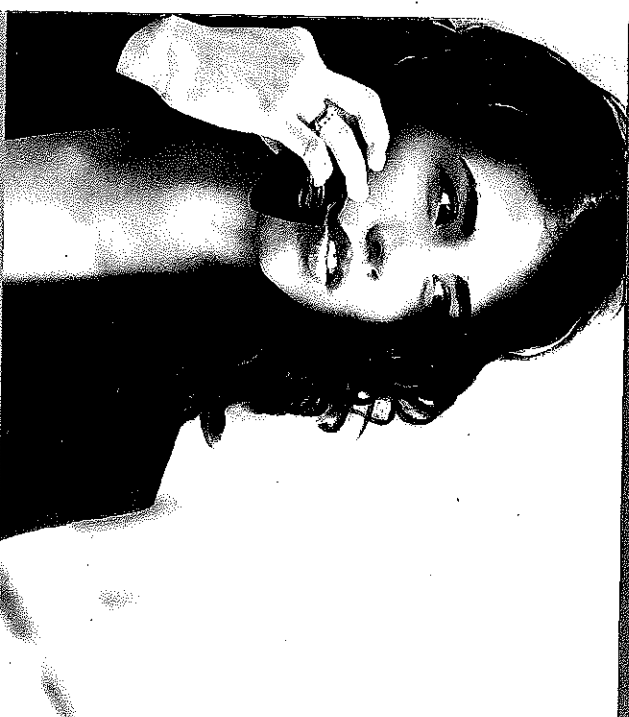
GET CONNECTED, GET ANSWERS

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

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Dial 2-1-1 • www.211virginia.org
For more information, call 2-1-1 today.
web: www.211virginia.org

Dialing **2-1-1**
helps me find
ANSWERS



**Free and confidential
information and referrals**

VIRGINIA
2-1-1
Get Connected. Get Answers.
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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.



"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



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

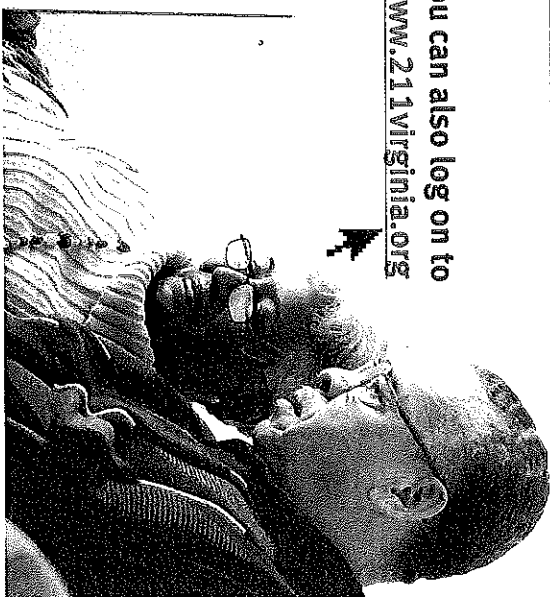
DIAL 2-1-1 FOR VIRGINIA DISASTER RECOVERY



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





Get Connected. Get Answers.

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

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- 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 service will be available
 in Northern Virginia in 2007*

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 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



Get Connected. Get Answers.

Dial 2-1-1 • www.211virginia.org

**For More Information
 Call 2-1-1 Today.**

Visit us on the Internet at:

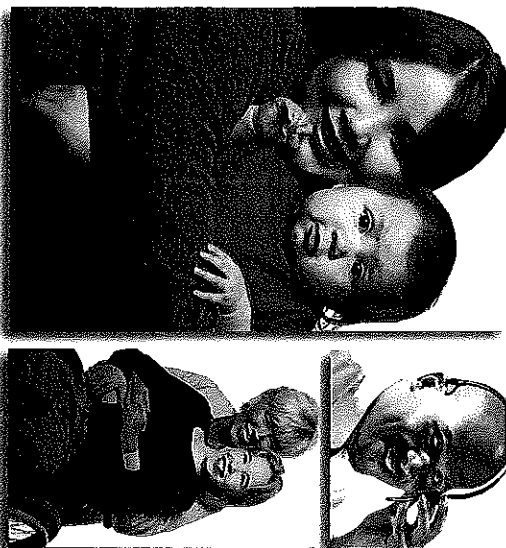
www.211virginia.org

Or write to: 2-1-1 Coordinator,
 Council of Community Services,
 P.O. Box 598, Roanoke, VA 24004



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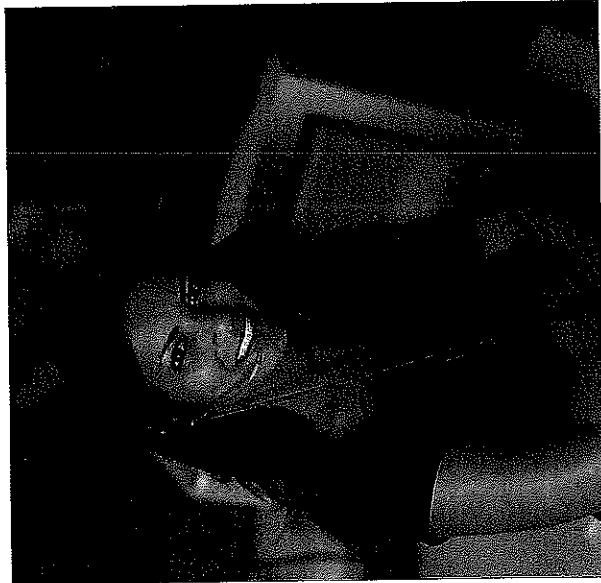


What is 2-1-1?

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?

Dial 2-1-1

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 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, General Educational Development (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, 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

