



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



*2-1-1 Connects People with the Right
Information at the Right Time*



2-1-1 VIRGINIA

Emergency Management and Preparedness Service

2-1-1 VIRGINIA is the Commonwealth's health and human services information service.

2-1-1 VIRGINIA is available 24 hours a day, 365 days a year. Call specialists from 4 call centers throughout the state utilize a state-wide, web-based database with more than 18,000 listings.

2-1-1 VIRGINIA is the Commonwealth's public information line.

In 2010, 2-1-1 VIRGINIA became the official line for the Virginia Department of Emergency Management and the Virginia Department of Health.

During disasters/emergencies, 2-1-1 VIRGINIA call specialists provide real time updates on community response efforts, such as shelters, heating/cooling centers, meal programs and road closures.

2-1-1 VIRGINIA can also coordinate volunteers and donations.

All 2-1-1 VIRGINIA call specialists are NIMS trained and certified.

2-1-1 VIRGINIA is the call center for Patient Locator and Family Reunification Centers.

In 2010, 2-1-1 Virginia became the call center for the Virginia Hospital and Healthcare Association's Patient Locator and Family Reunification Centers. In a mass casualty event, 2-1-1 VIRGINIA can provide real time information on the hospital location of victims to family and friends.

2-1-1 VIRGINIA has partners across the country.

2-1-1 VIRGINIA has agreements with 2-1-1 services in other states to provide backup services in the case of a state-wide disaster or emergency thus ensuring the continuation and continuity of the service.

For more information, please contact Mary Ellen Hutcherson, Northern Virginia Outreach Manager, at 540-446-9587 or maryellenh@councilofcommunityservices.org.



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, child care, housing, after-school programs, elderly care, financial literacy 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 in 4 call centers throughout the state utilize one web-based database with more than 18,000 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.

In 2012, 2-1-1 VIRGINIA answered more than 170,000 calls. The 2-1-1 VIRGINIA website is www.211va.org.

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