

2008 Annual Report

2-1-1 VIRGINIA is a service of the Virginia Department of Social Services, which is essential to its mission of:

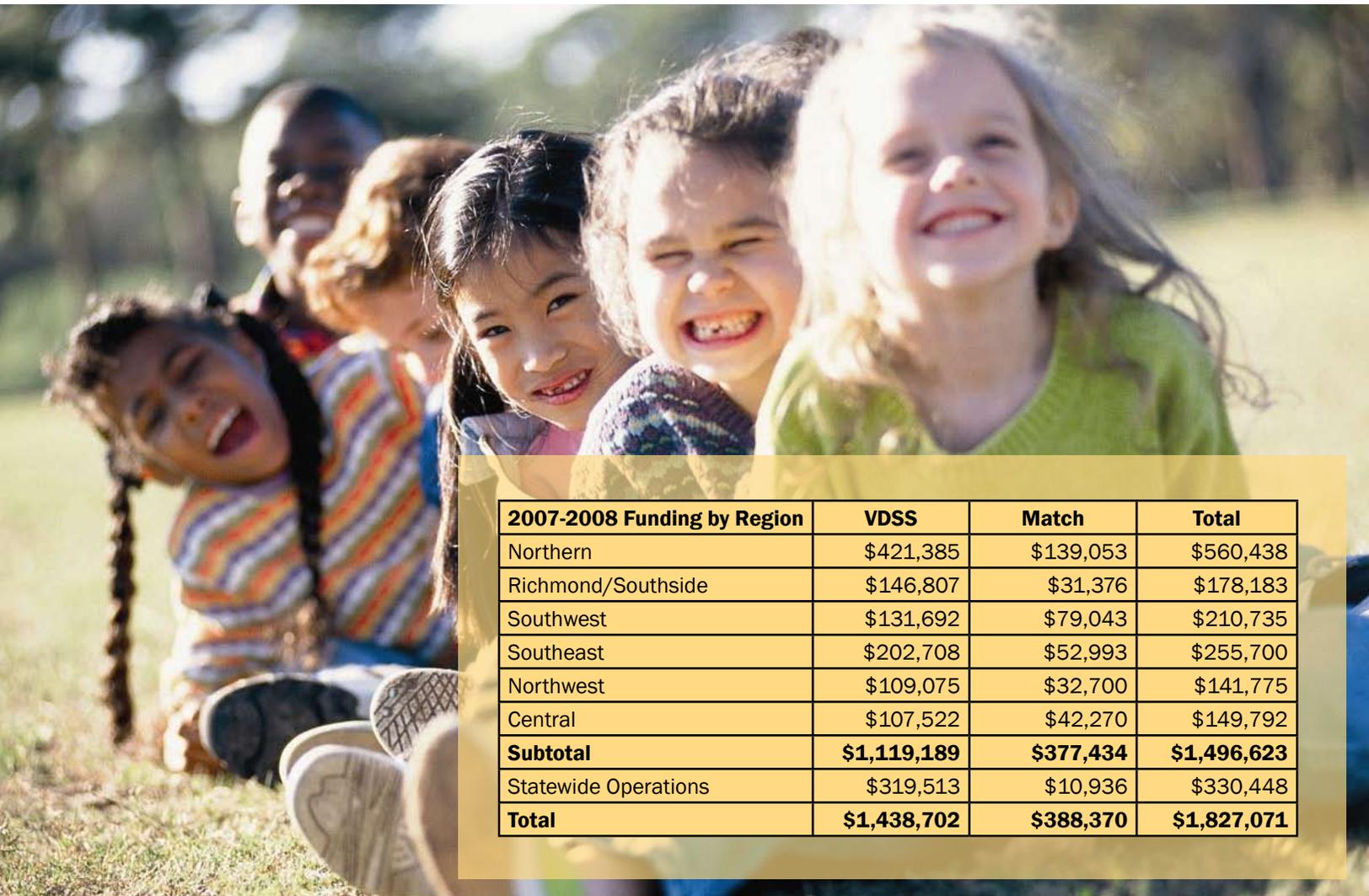
“People helping people overcome poverty, abuse and neglect to shape strong futures for themselves, their families and communities.”

As indicated in the highlights, this has been a year of transition for 2-1-1 VIRGINIA supported by significant investments of time and resources.



2007-2008 Highlights

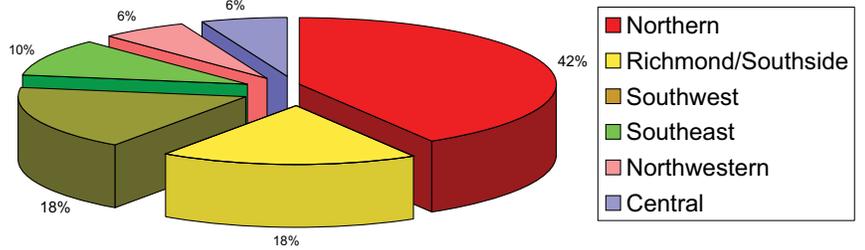
- CrisisLink is now a regional provider for Northern Virginia, making 2-1-1 VIRGINIA services available to 100% of Virginia's population.
- Through the Department of Medical Assistance Services and the *Money Follows the Person* initiative, 2-1-1 VIRGINIA is now available 24 hours a day, seven days a week.
- 2-1-1 VIRGINIA provides telephone and e-mail support for the Commonwealth of Virginia's *No Wrong Door* initiative through the web site, www.vaeasyaccess.org.
- 2-1-1 VIRGINIA is partnering with the Governor's Office in sponsoring regional meetings in support of SHARE (Sharing Access to Resources Empowers). SHARE engages faith and community-based organizations throughout Virginia are now serving as access points in underserved communities for workforce development services. 2-1-1 VIRGINIA provides quick guides and online access to services that support individuals seeking employment.
- New software support for 2-1-1 VIRGINIA operations will allow citizens to search for services more easily at www.211virginia.org. The software also will improve the quality of data available to local governments and community organizations seeking to identify service gaps and put into place services that address the growing human service needs.
- Several 2-1-1 VIRGINIA regional centers are now partners in local disaster and emergency response plans serving as the point of contact for citizens for status reports and information on how to provide support during an emergency.
- An investment made in generators will insure 24 hour coverage for 2-1-1 VIRGINIA during power outages anywhere in the Commonwealth.
- Through the efforts of outreach specialists, 2-1-1 VIRGINIA partnerships have been expanded and strengthened with many state and community-based organizations.
- There were more than 280,000 inquiries to 2-1-1 VIRGINIA by telephone, e-mail, walk-ins, fax, letters, TTY/TTD and www.211virginia.org.



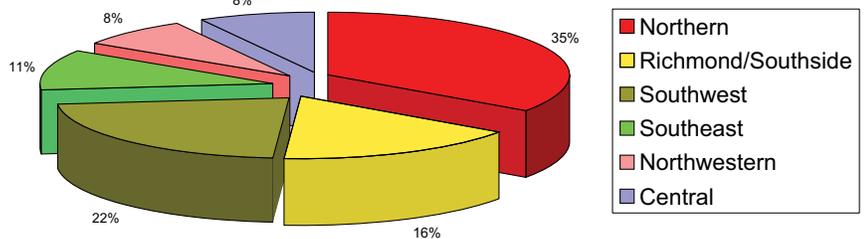
2007-2008 Funding by Region	VDSS	Match	Total
Northern	\$421,385	\$139,053	\$560,438
Richmond/Southside	\$146,807	\$31,376	\$178,183
Southwest	\$131,692	\$79,043	\$210,735
Southeast	\$202,708	\$52,993	\$255,700
Northwest	\$109,075	\$32,700	\$141,775
Central	\$107,522	\$42,270	\$149,792
Subtotal	\$1,119,189	\$377,434	\$1,496,623
Statewide Operations	\$319,513	\$10,936	\$330,448
Total	\$1,438,702	\$388,370	\$1,827,071

2007-2008 Statistics

Region	Number of Inquiries
Northern	41,033
Richmond/Southside	17,936
Southwest	17,667
Southeast	10,050
Northwestern	6,178
Central	6,007
Total Inquiries	98,871

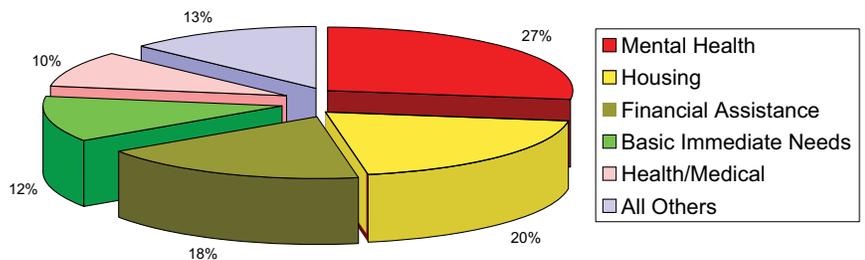


Region	Number of Referrals
Northern	49,299
Richmond/Southside	23,447
Southwest	31,643
Southeast	15,705
Northwestern	10,943
Central	11,447
Total	142,484



Top 5 Needs of Non-Web Inquiries

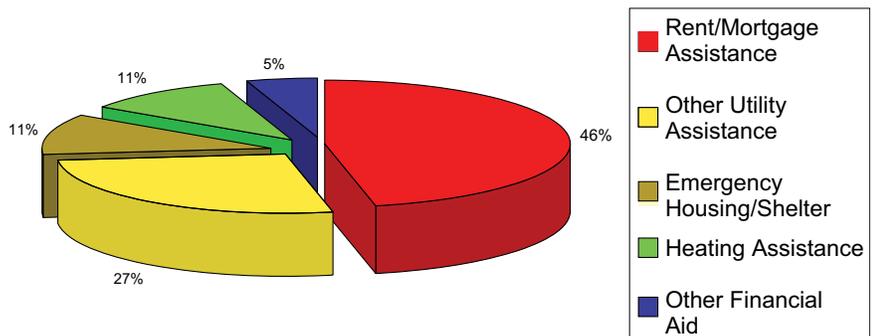
Mental Health	26,978
Housing	19,751
Financial Assistance	17,988
Basic Immediate Needs	11,926
Health/Medical	9,414



Note: Inquiries in these five areas accounted for 87 percent of inquiries received from non-website sources.

Unmet Needs - Top 5

Unmet Needs - Top 5	Inquiries in Area
Rent/Mortgage Assistance	3,972
Other Utility Assistance	2,262
Emergency Housing/Shelter	951
Heating Assistance	911
Other Financial Aid	417



Note: Unmet Needs are defined as those where the caller was unable to access the necessary assistance through the referral(s) provided or where the 2-1-1 VIRGINIA call specialist was unable to identify an appropriate resource for the caller.

What is 2-1-1 VIRGINIA?

When you need help or want to volunteer, 2-1-1 VIRGINIA 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:

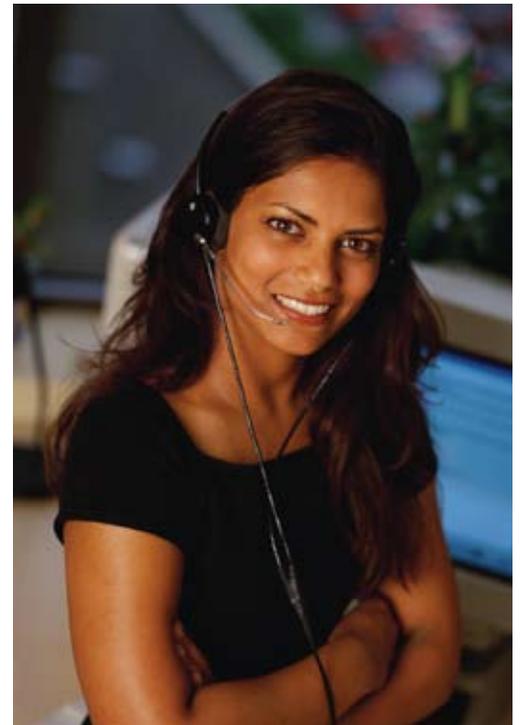
- **Basic human needs:** food banks, shelters, rent or utility assistance.
- **Physical and mental health resources:** Medicaid, Medicare, pre-natal care, children's health insurance programs, crisis intervention, support groups, counseling, alcohol and drug rehabilitation.
- **Work initiatives:** educational 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:** adult day care, home-delivered meals, respite care, home health care, transportation, and recreational opportunities.
- **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.

From Homeless to Hopeful

Just entering the adult world, an 18-year-old woman found herself fighting cancer, pregnant and estranged from family. Homeless, she turned to 2-1-1 VIRGINIA.

A call center specialist helped her find counseling and case management services, as well as housing at a facility for pregnant women. She obtained insurance through the Family Access to Medical Insurance Security (FAMIS) program, Women Infants and Children (WIC) nutrition assistance, and enrolled in a cancer treatment program.

Each day, 2-1-1 VIRGINIA call center specialists provide information and referrals to individuals throughout Virginia. Sometimes, a success story is just a phone call away.



Regional Provider Network

The Virginia Department of Social Services works in partnership with the following providers to make 2-1-1 services available to all Virginians.

- Southwest Region*
Council of Community Services
502 Campbell Avenue SW
Roanoke, VA 24016
- Northwest Region*
Family Resource & Referral Center
934 N. Augusta Street
Staunton, VA 24401
- Northern Virginia Region
CrisisLink
2503-D North Harrison Street, #114
Arlington, VA 22207
- Southeast Region*
The Planning Council
130 West Plume Street
Norfolk, VA 23510
- Central Region*
United Way of Central Virginia
1010 Miller Park Square
Lynchburg, VA 24501

- Richmond/Southside Region*
United Way of Greater Richmond & Petersburg
2001 Maywill Street
Richmond, VA 23230

*Five of the 2-1-1 VIRGINIA centers are AIRS accredited. AIRS is the professional association for over 120,000 community information and referral (I&R) providers, primarily in the United States and Canada.