



211 Virginia Frequently Asked Questions (FAQs)

What is 211 Virginia?

211 Virginia is an easy to remember, 24-hour information and referral helpline. It's designed to reduce time and frustration by acting as a central access point to the health and human services in the Commonwealth of Virginia.

211 Virginia is **the** place with the answers you need to live well in Virginia.

211 Virginia is Virginia's free one-stop shop for help:

- It's a telephone helpline.
- It's also searchable online.

211 Virginia is always open, always confidential, and always free. Speak to a live person when you call in English or Spanish. The 211 Virginia team can also interpret to more than 150 languages.

Who can use 211 Virginia?

211 Virginia is open and available for **everyone** in the Commonwealth of Virginia.

How do I access 211?

You can connect with 211 by:

- Calling **211** from any phone.
- Texting your zip code to **247211** (not just 211).
- Chat with **live agent** via the 211 Virginia website
- Visiting **211LakeCounty.org**
- Email live agent via 211 Virginia website

Right this very minute, there are people at our contact center waiting for your call or text. 211 Virginia has trained them to guide you to the help you need.

If you are outside of Virginia looking for help in Virginia or having an issue reaching call **1-800-230-6977** toll free.

What hours is 211 Virginia available?

211 Virginia is available 24 hours a day, 7 days a week, 365 days a year.

Is 211 Virginia available in languages other than English?

211 Virginia is multi-lingual with English and Spanish speaking staff, and a professional 24-hour phone interpretation service for over 150 languages. **Two-way texting is available in English and Spanish.**

Who answers the phone or responds to texts?

211 Virginia employs 24 Community Resource Specialist with extensive 211 experience, to be our contact center. 211 Virginia is staffed by highly-trained, accredited professionals who follow national standards of excellence. 211 Virginia expert navigators who work at the contact center are standing by to take your phone calls and texts.

What types of resources are included in the 211 Virginia database?

211 Virginia helps individuals, families, and providers navigate and connect with a wide range of local health and human services, including:

- Mental health services
- Addiction support and rehabilitation
- Crisis counseling
- Supplemental food programs
- Shelter and affordable housing options
- Employment and education support
- Financial support
- Disaster information and relief
- And many more

How can an agency or organization be included in the 211 Virginia resource database?

211 Virginia works with health and human service providers from all across Virginia, to provide accurate, concise referrals for residents. We invite providers of health and human services for Virginia residents to join in as a 211 Virginia partner.

Apply to add your organization, programs and services to the 211 Virginia resource database by completing a [211 Virginia Service Provider Application Form](#). Be sure to read the 211 Virginia Inclusion Policy to see if your organization is eligible to be listed.

How can I request an update to information about my agency or organization?

Service providers are encouraged to update information about their organization, programs and services frequently so that together we can provide the most complete and accurate information and referrals. Updates can be provided to 211 at any time throughout the year.

We recommend providers update their information within 48 hours of a program addition, change or closure. Updates can be sent via email to the assigned Community Outreach and Engagement Manager.

Do I have to pay to use 211 Virginia?

No. 211 Virginia is always free and completely confidential. It's also anonymous—you do not need to give your name or provide personal details to get information.

How is 211 Virginia funded?

Virginia Department of Social Services leads 211, but many other health and human services providers in our state, including United Way, contribute time, talent and money to make it run smoothly.

What if I have trouble connecting to 211 Virginia?

If you're a Virginia resident in need of help and calling from a cell phone outside of Virginia or if you're having trouble connecting to 211, call **1-800-230-6977**.

If you have trouble calling 211 Virginia at work, contact your information services staff to change permissions on the telephone system to allow 211 Virginia dialing access.

- Telecommunications may need to be modified to work with complex phone systems that go through private switches to reach an outside line.
- Organizations have found success establishing a 211 infrastructure by mimicking 911 implementations at a high level by calling 211 from multiple types of phone connections.

What is 211 Virginia's service area?

211 Virginia's service covers all of the Commonwealth of Virginia.

Through 2020, more than 94% of the United States had access to 211. 211 Virginia is proud to join in.

What role does 211 Virginia play in the event of a disaster?

211 Virginia is available for everyday challenges and during times of crisis and disaster. 211 Virginia works with local partners and governments to help you connect to up-to-date information and available services.

How can 211 Virginia help me?

211 Virginia will connect you to resources that are available in your community. Contact specialists will use your zip code to search our database of over 20,000 listings and provide you with referrals to the agencies with services that will meet your needs.

Where does 211 Virginia get its listing from?

Program listings come from federal, state, and local governments, non-profit agencies, faith-based organizations, and for-profit companies.

What if I am deaf or hard of hearing?

Call 7-1-1 to access 211 Virginia through Virginia Relay.

