

VIRGINIA

2-1-1™

Get Connected. Get Answers.

2-1-1

- 2-1-1 is an abbreviated dialing code set by the FCC in 2000 for information and referral.
- 2-1-1 is available in all 50 states, Puerto Rico and Canada.
- 2-1-1 reaches approximately 297 million people in the United States – 93% of the population.
- 39 states, including Virginia, the District of Columbia and Puerto Rico have 100% coverage.

2-1-1 VIRGINIA Connects People

- 2-1-1 VIRGINIA connects people with resources in their community – housing, food, utility assistance, job training, healthcare, etc.
- 2-1-1 VIRGINIA is a statewide service that covers every city and county in the state.

2-1-1 VIRGINIA is Always Available

- 24 hours a day, 7 days a week, 365 days a year.
- Trained call specialists throughout the state are always available to answer a call and provide resources.
- All calls are 100% confidential.

2-1-1 VIRGINIA Database

- 2-1-1 VIRGINIA utilizes a cloud-based database of more than 19,000 health and human services listings.
- Approximately 6,000 agencies and organizations are listed on the database.
- Listings come from federal, state and local governments, non-profit agencies and faith-based organizations.

Calling 2-1-1 VIRGINIA

- Callers simply dial 2-1-1 from a land line or cell phone.
- Callers can also use a toll free number – 1-800-230-6977 – both in-state and out-of-state.
- 2-1-1 VIRGINIA provides translation services in more than 200 languages.
- 2-1-1 VIRGINIA utilizes Virginia Relay for the Deaf for callers needing hearing assistance.

When You Call 2-1-1 VIRGINIA

- A call specialist will ask a caller:
 - name and county/city or zip code of area the caller would like to receive services
 - type of services needed
- The call specialist will search the database for referrals.
- The call specialist will provide the top 3 referrals to the caller.

Emergency Financial Aid - Dumfries, St. Francis House

St. Francis House

▶ Program Type (Keyword)	Financial Aid-Medical/Dental/Prescription,Financial Aid-Utility/Fuel
▶ Address:	Main - 2606 Heth Court Dumfries, VA 22026- Mailing Address - 18825 Fuller Heights Road Triangle, VA 22172-
▶ Phone:	Main - 703-221-6344
▶ Website:	www.stfrncis.org
▶ General e-mail:	
Intake Contact: ▶	Salguero, Francia Liliana
▶ Agency Administrative Hours:	Monday 8:30 AM - 1:00 PM Tuesday 9:00 AM - 1:00 PM Wednesday 8:30 AM - 1:00 PM Thursday 9:00 AM - 1:00 PM Additional Comments on Agency Administrative Hours Last Interim or partial update: September 05, 2017
▶ What do they do?	Provides emergency assistance for utilities (Must present the disconnect notice), prescriptions. Assistance restricted to once every six months.
▶ Who do they serve?	
Age Range ▶	No age limitation
Language(s) ▶	English
Service Area(s) ▶	Prince William County
Eligibility Requirement(s) ▶	Must reside in Eastern Prince William County.

2-1-1 VIRGINIA Calls

Between July 1, 2016 and June 30, 2017,
2-1-1 VIRGINIA:

Answered **139,688** calls

Identified **99,189** caller needs

Provided **202,465** referrals

Top 10 Needs and Number of Requests:

1.	Utility Assistance	56,511
2.	Housing Assistance	30,440
3.	Healthcare	10,882
4.	Food/meals	8,540
5.	Family/Community Support	6,142
6.	Income Support/Assistance	6,099
7.	Legal, Consumer/Public Safety	4,561
8.	Clothing/Household Needs	2,482
9.	Mental Health/Addictions	2,368
10.	Employment	2,148

2-1-1 VIRGINIA Free Public Information Materials

- Wallet Cards
 - English
 - Spanish
- Buck Cards
 - English
 - Spanish
- Brochures
 - English
 - Spanish
- Community Resource Guides

2-1-1 VIRGINIA Website

2-1-1 VIRGINIA resources are available
on-line at:

www.211VIRGINIA.org

2-1-1 Virginia is a free service that can help you find the local resources you need. We're here for you 24 hours a day, seven days a week.

Search for Services in Virginia:



Ways to Contact 2-1-1

Click on the specific method for more information display

Virginia Beach

ANNOUNCEMENTS:

- **New Communication Channels are Coming!** Now there are more choices to contact 2-1-1 VIRGINIA; Phone, E-mail, and now Live Chat! Starting **Monday, February 26, 2018**, you can chat with 2-1-1 VIRGINIA. **Live Chat** will be available, **Monday through Friday, 9 AM to 5 PM!** Information and referral by **E-mail** is now easier than ever. Click on the E-mail icon and complete the form. **Text Messaging** is coming soon. Check back here in the coming weeks for more information about availability and hours!
- **TAX SEASON:** Tax preparations services are available for low-to-middle income working individuals and families as well as for individuals and couples over age 60. **SEARCH:** Tax Prep Assistance to find a program. For more information on Earned Income Tax Credit, visit www.dss.virginia.gov/community/eitc.cgi
- **Crisis Assistance:** Equipment related assistance and security deposits is available through March 15. There must be a heating emergency, such as a lack of heat or inoperable/unsafe equipment. Eligibility screening and application can be done through CommonHelp or search Crisis Assistance to find a department of Social Services office near you. commonhelp.virginia.gov

Thank You!

Questions?