• 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 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:**
  - 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**  
   - Number of Requests: 56,511
2. **Housing Assistance**  
   - Number of Requests: 30,440
3. **Healthcare**  
   - Number of Requests: 10,882
4. **Food/meals**  
   - Number of Requests: 8,540
5. **Family/Community Support**  
   - Number of Requests: 6,142
6. **Income Support/Assistance**  
   - Number of Requests: 6,099
7. **Legal, Consumer/Public Safety**  
   - Number of Requests: 4,561
8. **Clothing/Household Needs**  
   - Number of Requests: 2,482
9. **Mental Health/Addictions**  
   - Number of Requests: 2,368
10. **Employment**  
    - Number of Requests: 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
Search for Services in Virginia:

ZIP or county  Area of need (e.g. "food" or "rent")  Go

Ways to Contact 2-1-1

ANNOUCEMENTS:

- **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](http://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](http://commonhelp.virginia.gov)
Thank You!

Questions?