



2-1-1 VIRGINIA Advocacy Day

February 11, 2020

BACKGROUND

February 11, 2020, marks the 14th anniversary of 2-1-1 VIRGINIA, a free, 24-hour information and referral service of Virginia Department of Social Services, provided in partnership with the Council of Community Services.

Each year, February 11th is celebrated as 2-1-1 Day.

Here's how you can celebrate and support 2-1-1 VIRGINIA:

- Spread our key messages
- Share our social media posts using our hashtags
- Update/add your agency

SPREAD OUR KEY MESSAGES

What is 2-1-1 VIRGINIA?

2-1-1 VIRGINIA provides unmatched, critical services - Every day, clients contact 2-1-1 VIRGINIA to access free and confidential crisis and emergency counseling, disaster assistance, food, health care and insurance assistance, stable housing and utilities payment assistance, employment services, veteran services and childcare and family services. 2-1-1 VIRGINIA is available 24/7, 365 days a year.

What does 2-1-1 VIRGINIA do?

2-1-1 VIRGINIA provides expert, caring help - No matter the situation, the specialists at 2-1-1 VIRGINIA, identify underlying problems, and connect people in need with resources and services in their community that improve their lives. Last year in Virginia, 2-1-1 assisted 90,000 people, providing more than 248,500 referrals to helping programs.

Why Does 2-1-1 VIRGINIA Matter?

2-1-1 VIRGINIA tackles underlying root causes - 2-1-1 VIRGINIA does more than "patch people through" to agencies. Instead, 2-1-1 specialists are trained to identify root causes of a client's problem – and connect them with a wide range of available

resources that meet all the underlying needs, not just the one that prompted the call, chat or email.

Ways to Connect

- Dial 2-1-1 on your phone
- Visit our website at 211virginia.org
- Email us at 211info@councilofcommunityservices.org
- To chat, go to 211virginia.org and click the chat bubble:



SOCIAL MEDIA

Websites:

211virginia.org

councilofcommunityservices.org

Social media accounts:

Facebook: Council of Community Services (facebook.com/ccsroanoke)

Instagram: [ccsroanoke](https://www.instagram.com/ccsroanoke)

Twitter: [ccsroanoke](https://twitter.com/ccsroanoke)

LinkedIn: Council of Community Services

2-1-1 VIRGINIA Hashtags: [#211VIRGINIA](https://twitter.com/hashtag/211VIRGINIA) [#211Day](https://twitter.com/hashtag/211Day) [#Team211](https://twitter.com/hashtag/Team211)

UPDATE/ADD YOUR AGENCY

Government, nonprofit, and civic organizations that meet community health and human services needs or offer volunteer opportunities are encouraged to register their services. To list your agency, follow the "[Update/Add Your Agency](#)" [directions](#) on the 2-1-1 VIRGINIA home page.