

669,222
contacts
2005-2022

530,424
referrals
2005-2022

**Vermont Advisory Council on
Child Poverty and
Strengthening Families
Recommends:**
*(E)nsuring that Vermont 211 is
not only fully funded for the
next fiscal year, but also that
comprehensive,
collaborative funding across
various agencies be allocated
to make it a 24/7 service in
future years.*

Why 24/7?

- Vermont 211 maintains the integrity of the 911 system. 211 responds to non-emergency calls saving 911, another vital community resource, for life and death emergencies.
- **Benefits as a Crisis Tool.** 211 is a critical information system, which is necessary prior to, during and after a community emergency such as an ice storm, flood, fire or other local or national tragedy.

"The experts at Vermont 211 offer critical information to Vermonters in need and ensure they are connected to the right resource at the right time – in many cases, providing support to callers who might otherwise have turned to 911 for assistance."
- Barbara Neal, Executive Director
VT Enhanced 9-1-1 Board

330,943
number of vermont211.org
web searches
2008* - 2022
*Website launched in 2008



Vermont is accredited by the Alliance of Information & Referral Systems (AIRS). AIRS Accreditation assesses the ability of an I&R program to demonstrate full compliance with the AIRS Standards for Professional Information and Referral. It is the primary quality assurance mechanism for affirming I&R excellence.

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