



United Ways of Vermont

**The mission of Vermont 211 is to promote the health and well-being of all people in Vermont through a statewide information and referral system for streamlined access to community resources. VT 211 is a service of the United Ways of VT, an independent 501c3 nonprofit organization.**

**VT 211 is a vital community service accessed by an average of 52,000  
Vermonters every year.**

People call 211 for **free, confidential, nonjudgemental help and connection** to a wide range of social services and resources, including:

food • housing • utilities payment assistance • health care •  
transportation • childcare • employment opportunities • mental health •  
disaster information and assistance • and more

#### **DID YOU KNOW?**

- VT 211's database contains more than 1100 agencies and 3100 programs
- VT 211 is a *nationally accredited* Information & Referral service with *certified* Resource Specialists and Database Curators
- 211 is part of the federally designated N-11 system
- VT 211 partners with the State of Vermont to support General Assistance Emergency Housing
- VT 211 is a key partner in the State Emergency Operations Center, collecting damage reports from the public, and providing information & rumor control

#### **WHAT DOES VT 211 OFFER?**

It's more than just a referral. 211 is a **neutral entry point** to get connected to help. Our Community Resource Specialists:

- Establish rapport
- Gather information through active listening
- Determine the caller's previous efforts
- Problem solve in partnership with the caller
- Match resources with needs
- Identify potential barriers
- Make appropriate referrals to services
- Offer follow-up if appropriate
- Call, text, email & online searchable database

**Get in touch!**

[www.vermont211.org](http://www.vermont211.org)

Call 211 or text zip code to 898211