

**When Vermonters need help,
the message is clear:**



Call 211.



Get Connected. Get Help.™

**Demand is rising as federal changes and funding
reductions ripple through communities.**

VT 211 Is Critical State Infrastructure



- Absorbs increased demand from changes in social services and housing rules
- Adapts quickly to policy and benefit changes
- Activates to support the state in disaster response
- Delivers accurate, real-time information statewide

VT 211 at a Glance (2025)



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61,654 contacts

11,900 services

22,015 referrals

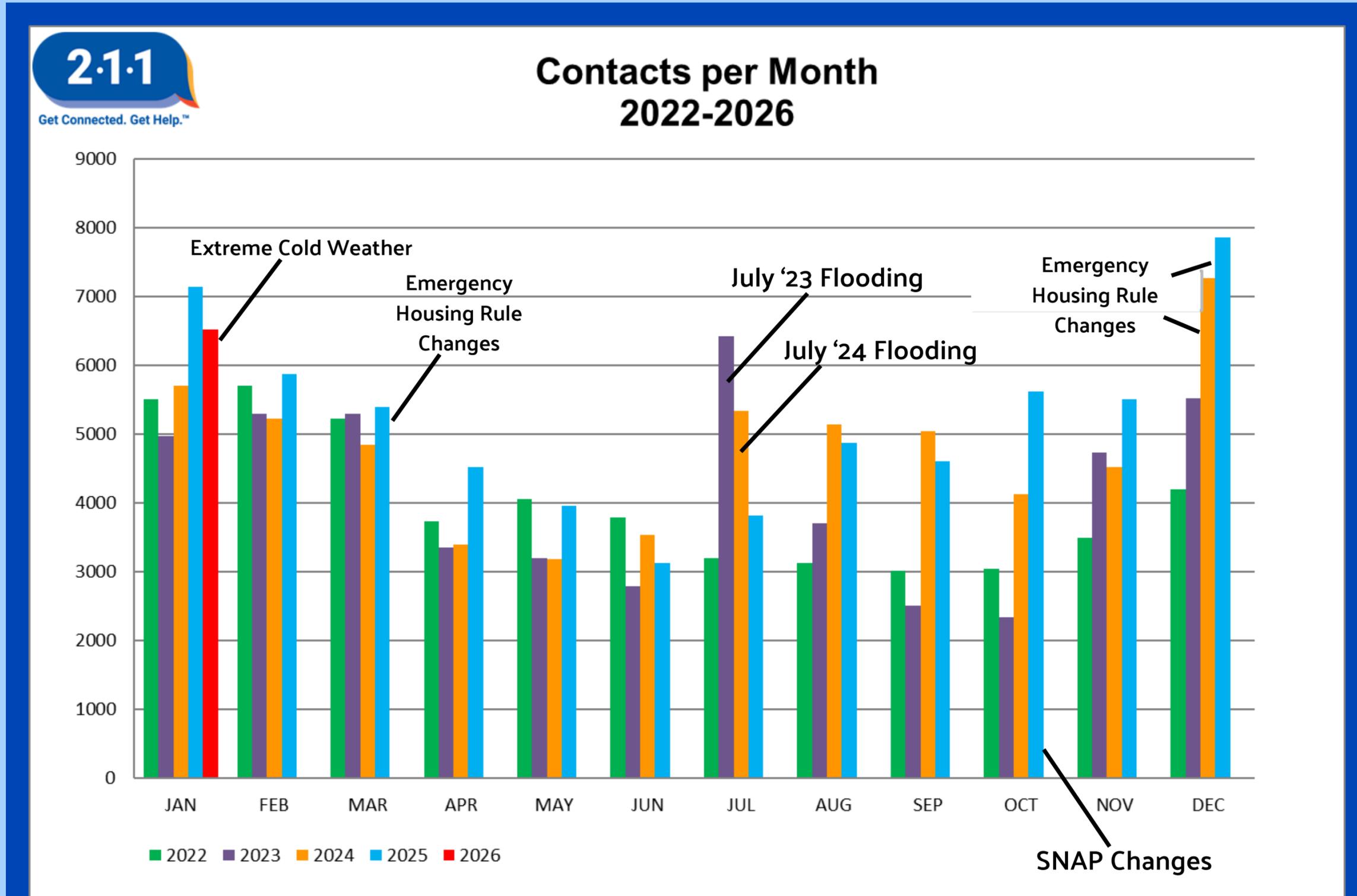
1,160 agencies

2,837 calls/month

3,270 programs

**VT 211 wants to responsibly allocate state dollars to our busiest times.
Level, reliable funding allows VT 211 to keep enough staff in place throughout the
year to meet changing needs.**

The need is rising year after year.



Each major event greatly increases the call volume.

What \$1.64M Sustains in FY27

7 days/week, 365 days/year service:

- 24/7 online searchable database & modern tech systems
- Adequate staffing for current and projected call volume
- Statewide information & referral
- Emergency Housing after-hours support
- Statewide disaster response readiness



We are not asking for more, just enough to remain dependable.

What This Investment Also Enables

- Improved data collection & reporting for lawmakers & agencies
- Replacement of a severely outdated database
- Closed loop referral systems to support community health needs
- Statewide outreach to keep data accurate

What is at risk if we lose funding:

VT 211 will be forced to evaluate all programs and services

- reduced staffing
- longer wait times
- more call backs
- service reductions (emergency housing, disaster response, etc.)
- less of an ability to pivot and respond to disaster and changing needs
- inability to support on-call needs

Support level funding of

\$1,638,029

for VT 211 in FY27

So Vermonters can access help
when it matters most.



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