

776,754
contacts
2005-2024

576,224
referrals
2005-2024

"I called yesterday asking for help and information for my brother and I just wanted to thank you so much! You helped save a life yesterday and I can't thank you enough for everything that you guys do. I hope you know that you are making a difference in the world!"

Why 211?

- **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 an emergency such as an ice storm, flood, fire or other disaster.

"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

444,547

vermont211.org
web searches
2008* - 2024

*Website launched in Nov. 2008



Vermont 211 is accredited by Inform USA. Its accreditation assesses the ability of an Information & Referral (I&R) program to demonstrate full compliance with the Inform USA Standards for Professional Information and Referral. It is the primary quality assurance mechanism for affirming I&R excellence.

Vermont 211 / United Ways of Vermont

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