

Happy 211
Day!



VT 211- who we are and what we do

- **VISION**

- Vermont 211 provides all people in Vermont with free access to community resources information and referral (I&R). This access includes personal assistance by telephone by dialing 211, by text, and through an online, searchable database of services.

- **MISSION**

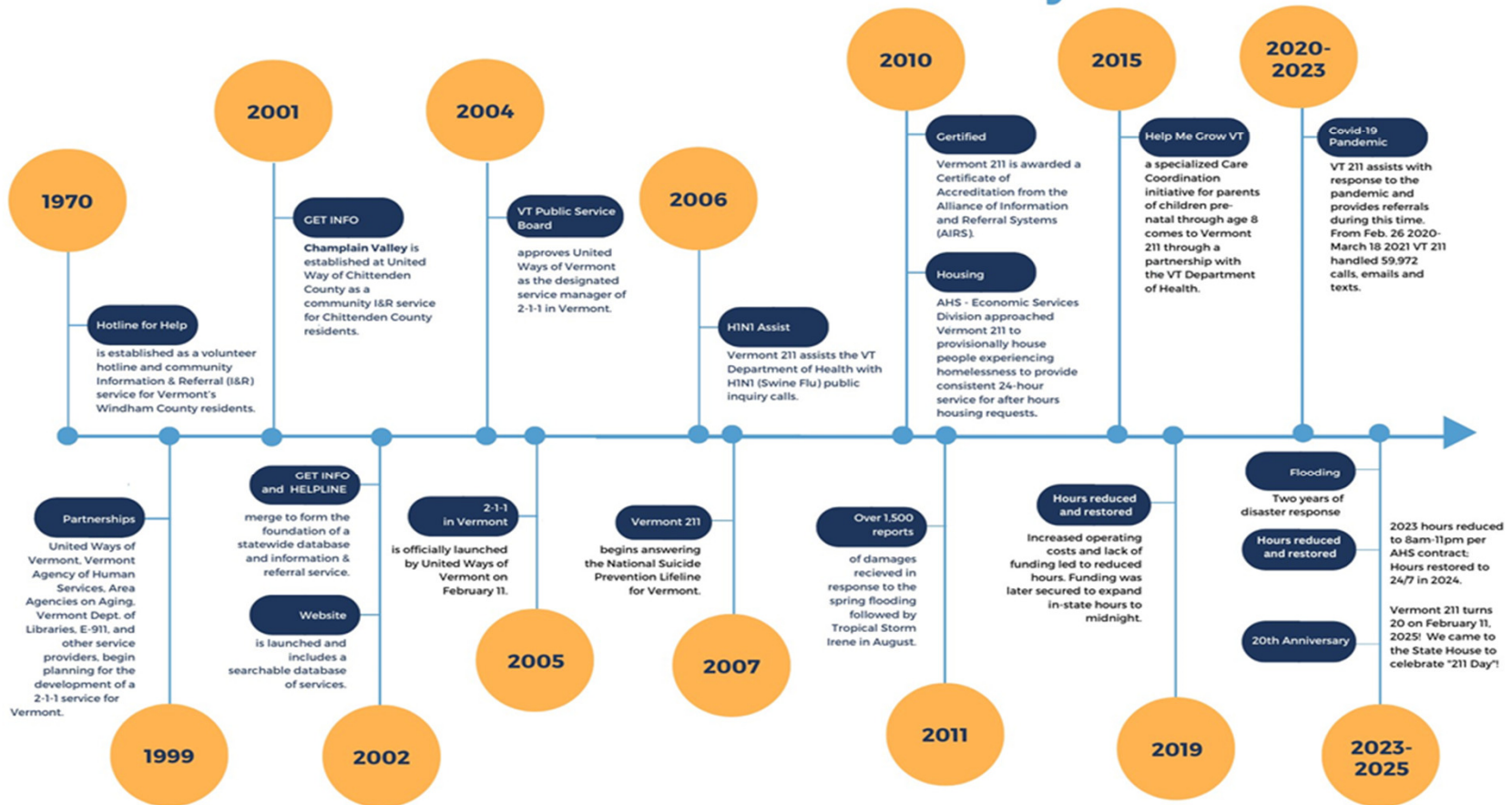
- The mission of Vermont 211 is to promote the health and well-being of all people in Vermont through a statewide information and referral system for streamlined access to community resources.

- **MODEL**

- Vermont 211 is a single, centralized community resource information center, providing high quality statewide information and referral (I&R) services in accordance with national standards.



Vermont 211 History



About us

- VT is part of a 211 national system, celebrating 20 years in VT
- UWsVT is part of the United Way network in VT (5 local/regional UWs)
- Trained Community Resource Specialists answer the phones, providing information, support and connection to community resources
- Certified Resource Database Specialists maintain our database- over 1,000 agencies, over 3,000 programs and over 11,000 services (local, statewide and national)
- VT 211 is available 24/7:
 - Dial 2-1-1 or 802-652-4636 or 866-652-4636
 - Text your zip code to 898211
 - Email info@vermont211.org

Our work with Emergency Housing

- Provides after-hour coverage for AHS GA Emergency Housing Program (4:30pm-8am M-F, All day weekend and holidays)
- Follows ESD policy and procedures for intake using GAAPS and ACCESS
- **32,487** after-hours EH calls handled in 2024:
 - Comparison- December 2023- 5,518
December 2024- 7,278
- Participated as a member of the GA EH Task Force
- Importance of consistency of the program- constant change has staff and caller impact

Our call data

In 2024:

- 57,375 total contacts (50,157 in 2023)
- Over 22,000 referrals provided
- Most calls for basic needs (13,379), 11,619 were for shelter and housing
- EH- we handled 9,462 after-hours calls
- state funded, back to that later, any q's? DATA
- For more county and state level referral and call data:
 - <https://www.vermont211.org/statistical-reports-vermont>
 - <https://vt.211counts.org/>

Top referrals of 2024

Top Ten Referred Services for 2024:

- Housing/Shelter
 - Tax Organizations and Services
 - Disaster Services
 - Utilities
 - Public Assistance Programs*
 - Food
 - Mental Health Assessment & Treatment
 - Community Groups & Government/Administrative Services**
 - Individual and Family Supportive Services
 - Information Services***
- *The majority were for General Relief, through the Vermont Department for Children and Families/Economic Services Division
 - **Mostly Area Agencies on Aging, Community Action agencies, and public officials' offices
 - ***Mostly for Specialized Information & Referral services such as Help Me Grow VT and VT Center for Independent Living

Our role in times of disasters and emergencies (natural, health, etc.)

- Information to the public about relief services, such as shelter and food.
- Manage and track available resources and requests for resources including long term recovery services.
- Provide comfort and assurance for people who need a place to call.
- Rumor/information control and fielding non-911 calls to protect the integrity of the 911 system during emergencies
- Evacuation/traffic issues
- Identify gaps in services and help direct resources to high priority places.
- Record and track damage as reported by the public.

How calls work

- All calls are confidential
- Telephonic interpretation
- IVR- options for 211, Help Me Grow VT, VITA taxes, ESD
- CRS collect basic data from calls- age, gender, county, town (except during EH)
- Using their training, they talk with the caller about reason for the call, additional needs, discuss referrals in-depth including next steps when appropriate (not just a number!), strategize when there are no resources in their area
- All calls are recorded for quality improvement and staff training

Funding and sustainability

- Organizations throughout Vermont– government, nonprofits, academic institutions, health systems and more – depend on 211 for local knowledge about the landscape of services to serve their own respective clients and mission.
- Many assume that 211 is a well-established public program, which should have ample capacity to provide comprehensive information services. But while government often turns to 211 for help, it typically does not structurally fund 211's operational expenses in a consistent way.
- FY 26 funding has not included true operational costs of VT211, has potential to impact availability 24/7, staffing, and planning in order to be able to meet callers where they're at when they need us.

Reach out!

- As community leaders and people constituents go to for help, please send them to 211 or call 211 – you don't need to figure it on your own
- We're happy to provide data about calls or resources in your region to help better understand the resource landscape.
- Please contact me directly with questions about 211-
 - Elizabeth@unitedwaysvt.org

Thank you!

Elizabeth Gilman

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