



211 Virginia Agency Handbook

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Program Contact Information

211 Virginia
502 Campbell Ave SW
Roanoke, VA 24016

Phone: (800) 230-6977 or 2-1-1

Fax: 540-982-2935

Website: www.211VIRGINIA.org

Email (Inquiries): 211email@incontactemail.com

(NOTE: For all outreach or material request, please contact your community engagement representative)

Notice



This appendix is divide into several topics. You can read the manual in order, or you can read the rest of this information and then start with the section that best suits your interests and role. Within each topic, we have explained step by step the complete workflow

Publication Statement



This manual and addendums' intentions are for use by agencies partnering and obtaining referrals through 211 Virginia. This Manual and appendices are not for individuals seeking services.

National 211s to Help Individuals in other states



In 2018, 211s across the United States made more than 12.8 million connections to help.

Referrals most often made were housing or utility assistance, physical or mental health services, assistance finding and obtaining employment, and services to address and prevent homelessness. The 211 network also answers dozens of crisis hotlines, including the National Suicide Prevention Lifeline.

As of June 2020, 211 is available to 95.6% of the U.S. population. See [211 National Coverage Map](#)

For information on other 211 programs to help U.S. residents, visit www.211.org.

Statewide Collaboration

VIRGINIA OFFICE ON VOLUNTEERISM & COMMUNITY SERVICES

801 E Main Street, 15th Floor
Richmond, VA 23219

COUNCIL OF COMMUNITY SERVICES

502 Campbell Avenue SW
Roanoke, VA 24016

THE PLANNING COUNCIL

2551 Eltham Avenue, Suite I
Norfolk, VA 23513

UNITED WAY OF CENTRAL VIRGINIA

1010 Miller Park Square
Lynchburg, VA 24501

**UNITED WAY OF GREATER RICHMOND &
PETERSBURG**

PO Box 11807
Richmond, VA 23230

Overview

Welcome to the first edition of our 211 Agency Handbook Guide, where we share information on 211 Virginia services, benefits, and opportunities for you to become an advocate for 211.

Since 211 Virginia's inception in 2006, we have worked with health and human service partners across the Commonwealth of Virginia to provide the most accurate, concise information and referrals for any resident looking to connect to critical resources. Thousands of people across Virginia have turned to 211 for information and support—whether financial, domestic health, or disaster-related. 211 Virginia is an easy to remember helpline and website connecting people of all ages with free, confidential, multilingual referral and information throughout the Commonwealth of Virginia, 24 hours a day, seven days a week.

211 Virginia works to reduce time and frustration by acting as a central access point to Virginia's health and human services agencies. By connecting callers to a Community Resource Specialist who can put them in touch with the government, nonprofit, community-based agencies, and businesses that provide critical services that can improve and save lives. 211 Virginia maintains a resource database of more than 6,000 agencies with more than 20,000 programs across the Commonwealth of Virginia and continuously adding new agencies and programs.

211 helps Commonwealth of Virginia health and human services providers in a variety of ways, such as:

- **211 fields the first call.** 211 reduces the burden on service providers and creates efficiencies by helping individuals find the right solution in one call. This approach increases accurate referrals, so agencies spend less time redirecting calls to other agencies and more time addressing their own clients' needs to help prevent additional issues from arising. Over time, this approach reduces the ultimate cost of services and increases the impact of program funding.
- **211 pre-screens.** 211 takes care to refer only people who meet your agency's eligibility requirements.
- **211 saves time.** 211 is a resource for agency staff. It's a free, 24/7, time-saving tool for social workers, doctors, nurses, government officials, and more. If someone comes looking for help, the agency does not provide it, direct them to call 211 and get pointed in the right direction.

211 Virginia is a Virginia Department of Social Services service provided in partnership with the Council of Community Services, The Planning Council, United Way of Central Virginia, and United Way of Greater Richmond & Petersburg.

Fundamental Changes and Program Clarifications



This Fundamental Changes and Program Clarifications section assists in understanding and reviewing the 211 Virginia Responsibilities and Requirements Manual. All agencies should read the entire 211 Virginia Manual thoroughly for complete guidelines regarding their responsibilities, program operations, and any significant changes.

Communicating with 211 VIRGINIA



DIAL 211

Dial 211 or
(800) 230-6977



POSTAL MAIL

PO BOX 598
Roanoke, VA
24004



LIVE CHAT

Available 9:00
AM to 5:00 PM,
five days a
week



TEXT

Text your ZIP
code to **XXX-**
XXX to have
referrals sent to
your phone.



EMAIL

Response
within one
business day

Looking for information about a specific jurisdiction? Get the latest at www.211counts.org

Key Partnerships

211 Virginia has a finger on the pulse of human services in the state. Data on caller needs (both met and unmet), demographic information, and web search information combine to create a unique collection of data that can help many state agencies and other organizations improve services.

ITEM	
211 Counts	211 Counts provides real-time, searchable, and visual presentations of needs data from 211 Virginia as recently as yesterday. 211 Counts works with 211 Virginia and other 211 centers to share this information with community leaders and services agencies 211 Counts was launched in 2014 and is expanding across the United States. Data from 211 Virginia is available from July 1, 2014.
Virginia Department of Aging & Disabilities (DARS)	<p>In partnership with the Virginia Department for Aging and Rehabilitative Services (DARS), 211 Virginia is the official contact center for the Live Chat and toll-free line for No Wrong Door's website, Easy Access. There are three primary ways that someone appropriate for Options Counseling may connect with 211 Virginia:</p> <ul style="list-style-type: none"> • Toll-free line – Through marketing and advertising, DARS promotes an 800 number that is answered by 211 Virginia. These are likely people looking for support in planning for community living. • Live Chat – Through the Easy Access website, individuals may access 211 Virginia Live Chat 24/7. • Identified by 211 staff – During the course of an assessment, a contact specialist may learn that an individual is seeking support in community living.
Virginia Department of Behavioral Health & Developmental Services (VDBHDS)	In partnership with VDBHDS, 211 Virginia maintains a central directory. It provides information and referral services to customers who seek information on public and private intervention services, resources, and experts in Virginia.
Virginia Department of Emergency Management (VDEM)	211 Virginia participates in the Emergency Support Functions (ESF) Volunteers and Donations (ESF-17) and External Affairs (ESF16) during events that require emergency response. 211 VIRGINIA provides safety information to callers and reports trends, and local community observations as calls are logged by 211.
Virginia Department of Health (VDH)	VDH is the state's lead agency for public health policy and advocacy. 211 Virginia has been promoted as the number

	to call for information regarding many public health awareness campaigns
Virginia Department of Veteran Services (VDVS)	Since 2016, 211 Virginia has provided specialized information and referral services to current and former military service members, reservists, guardsmen, and their families who contact 211 Virginia directly or through transfer from (VDVS)
Virginia Hospital & Healthcare Association (VHHA)	During Mass Casualty Events (MCI), 211 Virginia can provide real-time information on the hospital location of persons involved in the event.

Sole Source Responsibilities



Council of Community Services is the sole-source contractor with the Virginia Department of Social Services to provide comprehensive statewide Information & Referral services in Virginia.

Sole Source will:

1. Review and grant request for program MOUs submitted by non-state agencies (Note: These requests need to be approved by the Virginia Department of Social Services).
2. Compile reports from data received and submit a detailed accounting of needs for all localities
3. Monitor the overall administration and management of the 211 Virginia grant
4. Provide policy guidance, monitoring, and oversight to the 211 Virginia grant
5. Report to Virginia Department of Social Services on the year's program activities
6. Monitor gaps in services in the community and establishes engagement priorities.

211 Virginia Community Engagement Coordinators



211 Virginia assigns each locality a local representative. See [Five Community Engagement Coordinators](#) for the contact information for your representative.

As a statewide program, 211 Virginia works collaboratively with communities to develop mutually beneficial relationships. 211 Virginia's full-time Community Engagement Coordinators work closely with nonprofits, state/local government, and faith leaders to share information and resources that enhance lives and provide solutions for those struggling with life's challenges. Whether it is helping people access healthy foods or giving help when needed most, 211 Virginia works with local partners to achieve sustainable impact and leverage resources to make a measurable difference to improve people's lives.

Notifications of Changes in Contact/Addresses



211 Virginia Community Engagement Coordinators are responsible for maintaining agency contact information via the 211 Virginia website. Local agencies must notify 211 Virginia of CEO changes, staff contact, including complete business address, phone numbers, fax numbers, and current valid email addresses.

Five Community Engagement Coordinators

Five Community Engagement Coordinators are located across Virginia to assist agencies in their region who need help or offer help.

NAME	COVERAGE AREA
<p><u>Joan Phelps</u> United Way of Central Virginia 1010 Miller Park Square Lynchburg, VA 24501 (434) 846-8467x151</p>	<p>Amherst, Appomattox, Bedford, Campbell, Danville, Franklin, Henry, Lynchburg, Martinsville, Patrick, and Pittsylvania.</p>
<p><u>Mary Ellen Hutcherson</u> Council of Community Services P.O. Box 598 Roanoke, VA 24004 (540) 446-9587</p>	<p>Albermarle, Alexandria, Arlington, August, Caroline, Charlottesville, Clarke, Culpeper, Falls Church, Fairfax, Fauquier, Frederick, Fredericksburg, Greene, Highland, King George, Loudoun, Louisa, Madison, Manassas, Manassas Park, Orange, Page, Prince William,</p>

	Rappahannock, Rockingham, Shenandoah, Spotsylvania, Stafford, and Warren
<u>Altise M Street, CIRS</u> United Way of Greater Richmond & Petersburg P.O. Box 11807 Richmond, VA 23230 (804) 771-5845	Amelia, Brunswick, Buckingham, Charles City, Charlotte, Chesterfield, Colonial Heights, Cumberland, Dinwiddie, Emporia, Farmville, Goochland, Greensville, Halifax, Hanover, Henrico, Hopewell, Lunenburg, Mecklenburg, New Kent, Nottoway, Petersburg, Powhatan, Prince Edward, Prince George, Richmond, Surry, and Sussex
<u>Elaina Dariah, CIRS</u> The Planning Council 5365 Robin Hood Road, Ste 700 Norfolk, VA 23513 (757) 622-9268x3048	Accomack, Chesapeake, Essex, Franklin, Gloucester, Hampton, Isle of Wight, James City, King & Queen, King William, Lancaster, Mathews, Middlesex, Newport News, Norfolk, Northampton, Northumberland, Poquoson, Portsmouth, Richmond, Southampton, Suffolk, Virginia Beach, Westmoreland, Williamsburg, and York
<u>Carissa South</u> Council of Community Services P.O. Box 598 Roanoke, VA 24004-0598 (540) 339-9146	Albemarle, Alleghany, Augusta, Bath, Bland, Botetourt, Bristol, Buchanan, Carroll, Covington, Craig, Dickenson, Floyd, Fluvanna, Galax, Giles, Grayson, Lee, Montgomery, Nelson, Norton, Pulaski, Radford, Roanoke, Rockbridge, Russell, Salam, Scott, Smyth, Tazewell, Washington, Wise, and Wythe

Convening Local Agencies

211 Virginia is often called upon by the community to convene diverse stakeholders around the community. Here are a few examples below.

1. **411 on 211 Virginia:** Held upon request to provide an overview/update of 211 VIRGINIA. Typically a one-hour training. Staff share tips and tricks, including how to search and find community resources throughout the online database, chatting services, training offerings by 211 Virginia, and more! Also, staff highlight critical trends, requests, and types of contracts from previous years.
2. **Community Connection Meeting:** Meeting typically offered on a bi-monthly basis via conference call or in person.
3. **One on one meeting:** Meetings typically are offered upon request.
4. **Agency Staff Training:** Meeting typically offered upon request

Disaster Recovery

211 Virginia plays a significant role in communicating with the community during disasters. From hurricanes to flooding, 211 has been a critical tool in providing life-saving information to those in need.

211 Virginia Community Engagement Coordinators is the contact point as agencies plan, respond, and recover from tragic events. During these times, 211 Virginia collects resources that may help the community access services locally and across the country. 211 Virginia works with local partners and government to provide up to date information and connect those in need with available services. **Agencies can provide some form of communication to obtain updated information during these periods via their agency newsletters.**

Communication

Community Engagement Coordinators are responsible for communicating with agencies and will throughout the year. Strong communication links are valuable; constant communication may also help avoid any issues. Community Engagement Coordinators' communications are ongoing and done as part of technical assistance and monitoring.

Key communications are:

- Notification of funding opportunities
- Requesting information to update listing or agency
- Inquiring of marketing material needs
- Notification of outreach opportunities

Community Engagement Coordinators may communicate with agencies via email, letters, meetings, or newsletters.

Technical Assistance

Agencies must read, understand, and be familiar with 211 Virginia guidelines as found in this manual. **Community Engagement Coordinators are responsible for the training of all agencies.** Questions that this manual cannot answer should go to the Community Engagement Coordinator responsible for your locality. Please reference your Regional ID number when contacting 211 Virginia staff.

Local Resource Coordination

The Community Engagement Coordinator acts as the central coordination point of contact between the Sole Source Staff and the agencies.

Event Requests

Community Engagement Coordinators are happy to participate in events in their communities to share information about 211. If you have a group of service providers or other community helpers, the Community Engagement Coordinators also provide training for people interested in more deeply understanding how 211 works.

To submit items to their calendar, click [here](#).



Not all requests may be accepted. Community Engagement Coordinator reserves the right to refuse participation in any submission they deem not appropriate.

211 Reports & Data

211 Virginia collects valuable community data through voluntary demographic questions of our callers. We then aggregate that data to provide reports on needs and trends to the community. Organizations often use this information for grant applications & reports, research & analysis, and service expansion opportunities.

Agencies interested in this data may request reports from their Community Engagement Coordinators. A request must include the Regional ID number, locality, time frame, and desired information.

211 Counts

Find a real-time snapshot of community-specific needs in Virginia and across the United States, by zip code, legislative district, or school district. Visit va.211counts.org.

Quarterly Reports

See 211 Virginia's quarterly data on top needs and populations we serve in Virginia.

- Caller Location Summary
- Needs Referral Summary by Location
- Referral Summary Report

Annual Reports

See how 211 Virginia is working together with our partners to improve access to critical information and resource for better outcomes.

- 2019-2020 Annual Report

For questions about reports, contact your Community Engagement Coordinator.

Community Agency Membership



211 Virginia assigns each agency a unique I.D. number for their agency and numbers for each listing, whether active or inactive. When contacting 211 VIRGINIA for assistance regarding your agency, please reference your Agency ID number (your Regional ID code, and your Agency number (example: RICH0001).

Providers of health and human services and emergency resource services are encouraged to contact 211 Virginia for inclusion in our Resource Directory. Participation in the directory allows people in need to find services and programs. There is no charge to be listed in the directory.

The following criteria for 211 Virginia follow the standard practices set forth by the Alliance of Information & Referral Systems, Inc (AIRS).

Eligibility and Requirements

- Nonprofit 501(c)(3) organizations providing essential health and human services to individuals in the service area
- For-profit agencies that provide a health and human service either free of charge on a sliding fee basis
- Local, County, State, Tribal, and Federal government agencies
- Local agencies providing information and referral, including specialized information and referral
- Faith-based organizations offering health or human services to the community at large
- Local, State, and Federal Representatives
- Education providers, including colleges, universities, adult education, and alternative education programs, serving special needs populations
- Out of State agencies which provide services or resource to the service area
- Must have a physical address and available phone contact unless the service entirely web-based
- Private for-profit health and mental health care group practices
- Must be well-established and operational at least six (6) months unless affiliated with a well-known, well-established agency
- Must not deny services or resource in violation of State or Federal Laws based on nationality, culture, race, gender, sex, sexual orientation, age, health, disability, handicap, marital status, veteran status, or socio/economic status

Exclusion Criteria

- For-profit organizations accepting only private insurance or full-cost, private pay-services
- Individual mental health providers
- Individual practitioners (i.e., physicians or psychiatrist in private practice)
- Private attorneys or related legal service providers
- Organizations or professionals which are not licensed (in areas where licensing standards exist)
- Political and issue-oriented groups (unless the alternate viewpoint is also represented, such as pro-choice and pro-life; pro-gun and anti-gun control groups)
- Faith-based organizations not offering public health or human service or provide services only to members of their congregations
- Commercial businesses not described in the "eligibility and requirements" section
- Organizations that offer services only to members
- Organizations that promote or deliver illegal services or violate laws or regulations
- Organizations that misrepresent their services, licensure, or fees in any way, including non-delivery of listed services
- Organizations that only provide funding for the program but provide no direct services
- Organizations that exist solely to serve the clients of another service provider
- Organizations that discriminate based on race, religion, or similar factors

Liability and Disclaimer

- 211 Virginia does not guarantee the accuracy or completeness of the information contained within the database
- 211 Virginia is not responsible for the quality of service provided by agency consumers.
- 211 Virginia does not endorse, rate, or recommend any particular human services. We endeavor to give our consumers access to updated, accurate information about services but maintain that the consumer is in the best position to evaluate these services.
- 211 VIRGINIA reserves the right to edit any information for style, format, guidelines, and spacing.
- An agency's inclusion in the 211 Virginia database does not imply recommendation or endorsement of its programs or services
- Wherever possible, 211 Virginia Call Specialist shall provide multiple referral options per need
- When appropriate, 211 Virginia relies on information "clearinghouses" for resources that may not be appropriate for inclusion individually, i.e., Child Care Facilities or Summer Feeding Sites

Removal (inactivation) from the 211 Virginia database:

Agencies and services included in the 211 Virginia database are required to maintain up to date listings. Ideally, the service provider provides updated information in response to an annual update request. If reasonable attempts to contact a service provider prove unsuccessful, the service or agency is subject to removal from the database without further notice. Additionally,

- Any included organization which no longer meets inclusion criteria
- Any included organization found to be engaged in fraudulent, discriminatory, or illegal actions or which have misrepresented services, licensure, or fees or which lose licensure

Appeal Process for Inclusion Denial or Removal from 211 Virginia Database

Any organization that has requested inclusion in the 211 Virginia database shall receive denial notification by email or U.S. Mail. An appeal should be in writing and sent to the Database Management Team at joan.phelps@unitedwaycv.org within 30 days. The excluded agency's representative can meet with the Database Management Team (database managers, database center director, and the statewide database coordinator) to present the service provider's case. An appeals response is emailed or mailed within 45 days of receipt of the appeal request.

Technical Assistance

Community Engagement Coordinators are responsible for the training of all agencies. For technical assistance in updating your agency, please contact the Community Engagement Coordinator responsible for your locality. Please have your 8 digit Agency ID number ready when you call.



The 211 University has a training feature for new agencies to familiarize new staff with 211 Virginia.

Potential Benefits to working with 211 Virginia

- Enrich and connect to the community
- Provide opportunities to identify gaps in community needs
- Provide an opportunity for an agency to participate in a resource-sharing partnership
- Allow agencies to contribute to the education and preparation of communities
- Increase community exposure for agencies
- Provide opportunities for collaborative efforts

211 Website User Guide

A. System Requirements

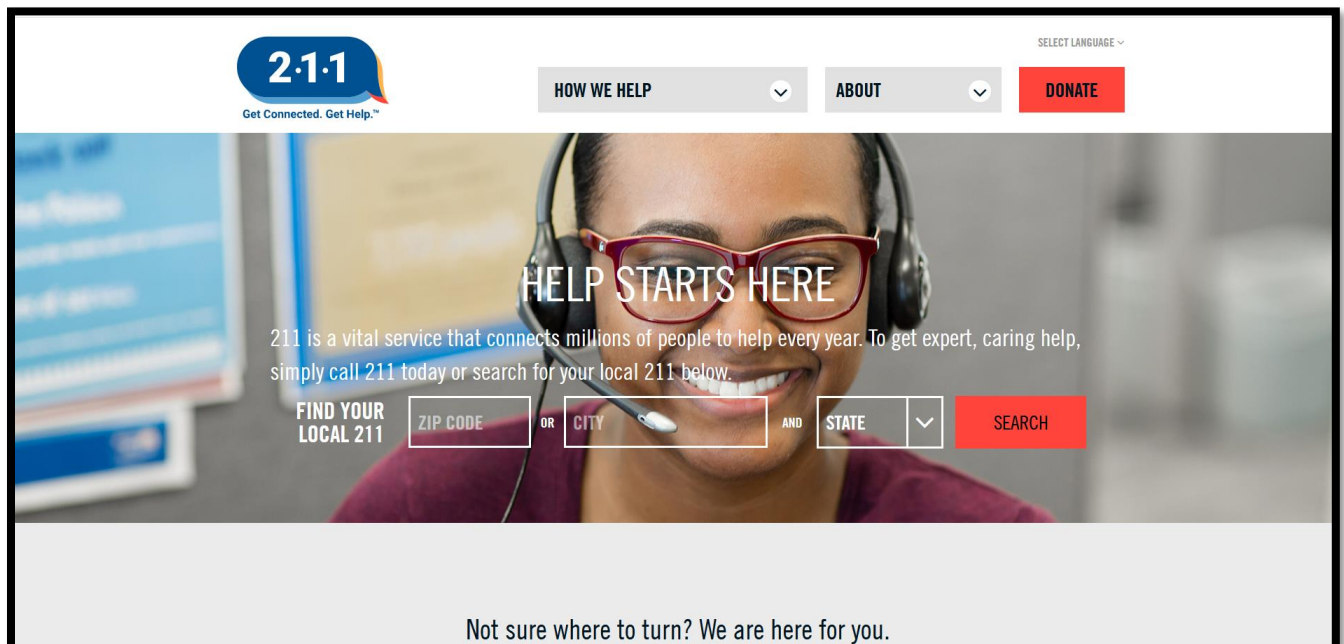
Below are the system requirements, which are essential to run the process:

1. Version 7.0 or later of Microsoft Internet Explorer or version 3.5 or later of Mozilla Firefox
2. 1024 x 768 monitor resolution recommended
3. Adobe or PDF reader
4. Turn off the Pop-up blocker

B. Website Search Instructions

Type www.211.org in your preferred internet browser and press the **Enter** key on your keyboard

211.org **Home** screen appears as shown below

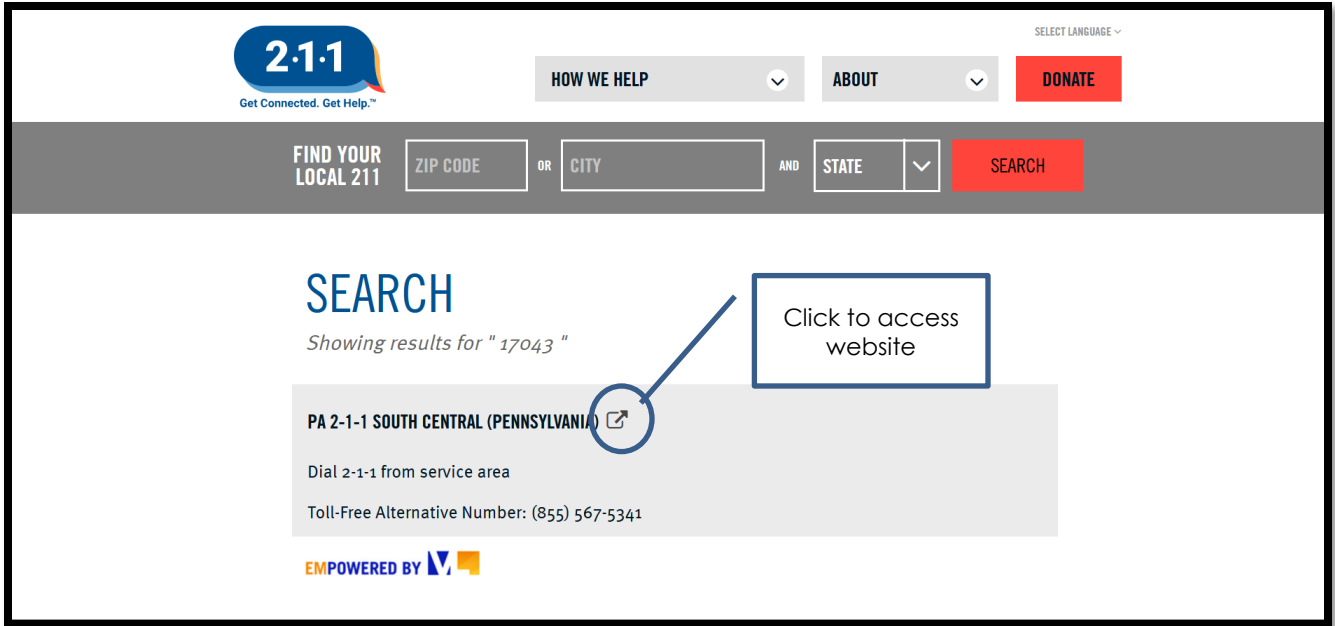


C. 211 Location Search

Use the search feature on the home page for locating 211 offices around North America.

To search, enter the zip code (**17043**, for example) or a city, state combination (**Lemoyne, PA**, for example).

211.org's search page appears



The search page provides the name of the 211 centers, an alternative toll-free number, and access to their public website.

211 Virginia Website User Guide

This user guide is divided into several topics. You can read the topics in order, or you can read the rest of this information and then start with the topic that best suits your interests and role. Within each topic, we have explained step by step the complete workflow.

A. System Requirements

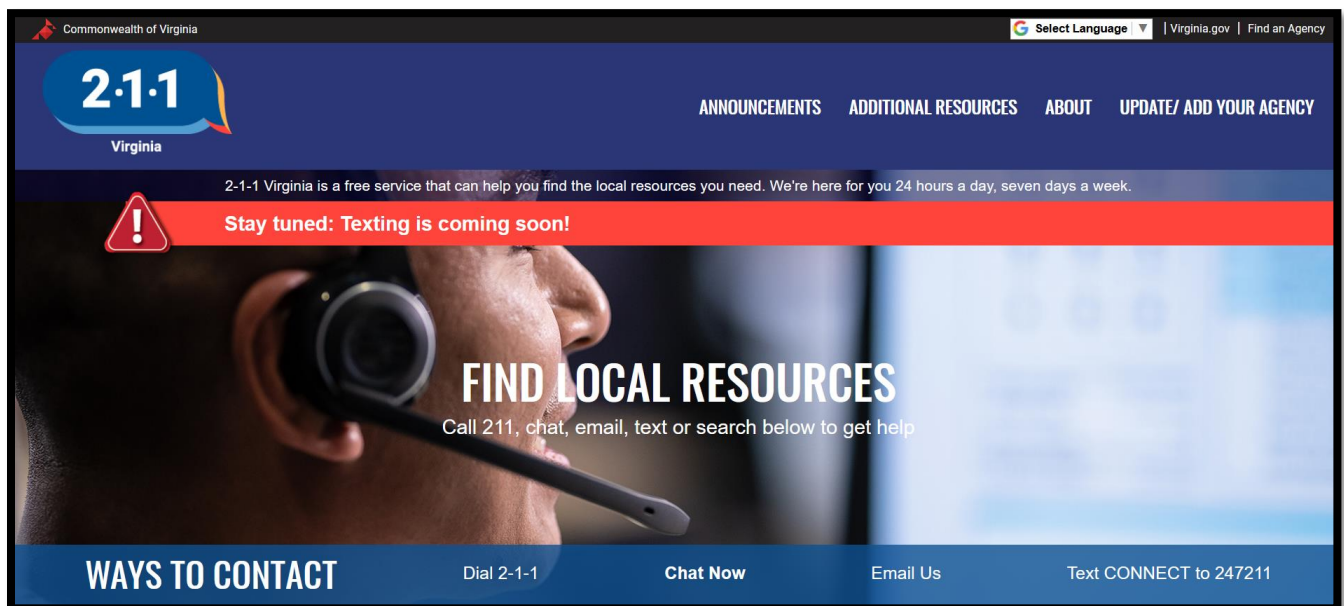
Below are the system requirements, which are essential to run the process:

1. Version 7.0 or later of Microsoft Internet Explorer or version 3.5 or later of Mozilla Firefox
2. 1024 x 768 monitor resolution recommended
3. Adobe or PDF reader
4. Turn off the Pop-up blocker

B. Website Search Instructions

Type www.211VIRGINIA.org in your preferred internet browser and press the **Enter** key on your keyboard

211 VIRGINIA **Home** screen appears as shown below



Keyword Search

There are two ways to search for services in the 211 VIRGINIA system.

Use the search bar on the homepage for searching.

In the first box, enter:

- A postal code (**23112**, for example)
- Or any community (**Powhatan or Goochland**)

You can enter a type of service in the second box, for example, **food banks** or **youth employment**, an agency or program names such as **Red Cross** or **LEAP**, or any keyword or short phrase.



As you start typing a word, matching searches from our Area of Need search appear as an auto-selection option. You have the option to click on one of the suggested search strings to see the results for that category, or finish typing your word or words and hit Enter or Go to find results by searching the entire database



It's not google! The search is searching for keywords, so typing a sentence like "where can I find food?" is not going to work, but "food," "emergency food," and other words or short phrases would work.

The second way to search is to use the FIND RESOURCES BY KEYWORD section

FIND RESOURCES BY CATEGORY					
 Arts / Culture / Recreation	+	 Clothing / Personal / Household Needs	+	 Disaster Services	+
 Education	+	 Employment	+	 Food / Meals	+
 Government / Economic Services	+	 Healthcare	+	 Housing	+
 Income Support / Assistance	+	 Individual, Family & Community Support	+	 Information Services	+
 Legal, Consumer, and Public Safety	+	 Mental Health / Addictions	+	 Transportation	+
 Utility Assistance	+	 Volunteers / Donations	+	 Español?	+

Click on the + beside the category to see options. Click on the appropriate option. A pop-up box appears requesting a zipcode or locality—click **ENTER**.

If you're having trouble finding results, try live chat or call to receive assistance from a trained Community Resource Specialist.

Search Filters and Views

Once you have some search results, you can use the filters to narrow and refine your search. There are many options to help you customize your search, and you can use as many or as few as you like. Some, like "Target Population," eliminate services that don't match your criteria. In contrast, the "Zip Code" filters don't eliminate results but prioritize those services specifically for those communities.

The screenshot shows a search results page for "Richmond City" and "food". The page includes a search bar, a "View All" button, and a list of five resource listings. On the right side, there is a "Map" view toggle, a "Sort By" dropdown menu, and a "Filter results" panel with various filter options. Annotations with yellow arrows point to these elements:

- Map View:** Points to the map view toggle in the top right corner.
- Sort by Filters: Distance, Zip Agency Name:** Points to the "Sort By" dropdown menu.
- Resource Listings:** Points to the list of search results.
- Filter options: Cities, Zip, Where Services Provided, and Programs Searched also offer:** Points to the "Filter results" panel.

Resource Listings:

- Food - CACFP - Richmond, Virginia Department of Health**
Agency Information Agency Number: RICHV1311
Agency Name: Virginia Department of Health
Listing Details - Site Location Address: 109 Governor Street Richmond VA 23219-
Phone: (804)894-7900
Fax: (804)894-7953
Where Service is Provided: On site
- Food - Richmond, Summer Food Service Program, Virginia Department of Education**
Agency Information Agency Number: RICHV1985
Agency Name: Virginia Department of Education
Listing Details - Site Location Address: 109 Governor Street Richmond VA 23219-
Phone: (804)785-0178
Where Service is Provided: On site
- Food Program - Richmond, USDA Child and Adult, Child Care Resource**
Agency Information Agency Number: RICH8908
Agency Name: Child Care Resources
Listing Details - Site Location Address: 203 Hull Street Suite A Richmond VA 23224
Phone: (804)339-2022
Fax: (804)794-2313
Where Service is Provided: On site
- Food Program - Richmond, Richmond Department of Parks, Recreation and Community Facilities**
Agency Information Agency Number: RICH0449
Agency Name: Richmond Department of Parks, Recreation and Community Facilities
Listing Details - Site Location Address: 1209 Adelphi Street Richmond VA 23220
Phone: (804)848-5733
Fax: (804)848-7712
Where Service is Provided: On site
- Food Bank - Richmond, Feed More**
Agency Information Agency Number: RICH0057
Agency Name: Feed More
Listing Details - Site Location Address: 1415 Broadmillier Street Richmond VA 23220
Phone: (804)621-2900
Fax: (804)621-5201
Where Service is Provided: On site

Filter results:

- Cities:**
 - Hampton(14)
 - Richmond(7)
 - Lynchburg(5)
 - Newport News(5)
 - View more
- Zip:**
 - 23061(13)
 - 23220(4)
 - 22408(3)
 - 23807(3)
 - View more
- Where Service Provided:**
 - On Site(5)
 - In The Community(9)
 - Consumer's Home(4)
 - Telephonic(4)
 - View more
- Target Populations:**
 - Mothers(1)
- The programs searched also offer:**
 - Food Cooperator(20)
 - Food Bank/Food Distribution Warehouse(19)
 - Child And Adult Care Food Programs(9)
 - Specialty Food Providers(8)
 - View more

Your search results show in list view, but you can switch to map view to see their locations using the map view toggle.

To find additional information about the resource, click on the organization/program name.



Keep in mind that there are many services offered online or by phone, so distance may not always matter!

Viewing Service Listings

Program listing detailed view of service including information on:

- Intake procedures
- Fees (including accepted forms of payment)
- Eligibility (such as criteria & requirements)
- Hours (specifically for that service)
- Languages
- Site Hours
- Accessibility
- Services (all services associated with the program)
- Website
- Phone number
- Service area

Additional Features

- Map
- Print Page
- Email Link

Food Pantry - Hillsville, Carroll County Ministerial Association
A program of Carroll County Ministerial Association

Listing Details - Site Location Address: First United Methodist Church, 225 Fulcher Street, Hillsville, VA 24343 (Main)
225 Fulcher Street, Hillsville, VA 24343 (Mailing Address)

Program Type (Keyword): Food Pantry/Emergency

Phone: 278-725-2434 (Main)

Website: www.hillsvillefurnc.com

Agency Administrative Hours:
Monday 8:30 AM - 5:00 PM
Tuesday 8:30 AM - 5:00 PM
Wednesday 8:30 AM - 5:00 PM
Thursday 8:30 AM - 5:00 PM
Friday 8:30 AM - 12:30 PM

Intake Contact: Gilman, John
Intake Contact Phone: 278-725-2434

What Do They Do?
Open every Monday and Thursday of the month, excluding holidays. Clients are allowed one visit per month.

Who Do They Serve?
Age Range: No age limitation
Among our staff, we can speak: English
Program is able to accommodate: Wheelchair
Service Area(s): Carroll County
Eligibility Requirement(s): Requirements for eligibility at our Food Pantry. You must be a resident of Carroll County, VA and have a valid form of identification and proof of residency. You may visit our Fulcher Street site only once per month. The once a month rule is per household, not per individual. If you must have someone else pick up your food, please be aware that you must make arrangements to come in person the first time and present your id to be registered.

How Much Does it Cost?
No Fee

When is The Service Available?
Availability: Monday -
Tuesday -
Wednesday -
Thursday 8:30 AM - 12:00 PM
Friday -
Saturday -
Sunday -

Additional Comments on Hours of Operation: Food pantry also open the last Tuesday of the month from 4:00PM-6:00PM.

Current Availability: N/A
Can consumer self refer? Yes
Can service providers refer directly? Yes
Accessing Services: Expect to be contacted within 24 hours
Intake Process: Call for information

Additional Information
Where Service is Provided: On site
ADA Compliant: Yes Fully
Site has Elevator: No
Business Type: Faith-Based
Last Update: 9-22-2019

A. Adding an Agency

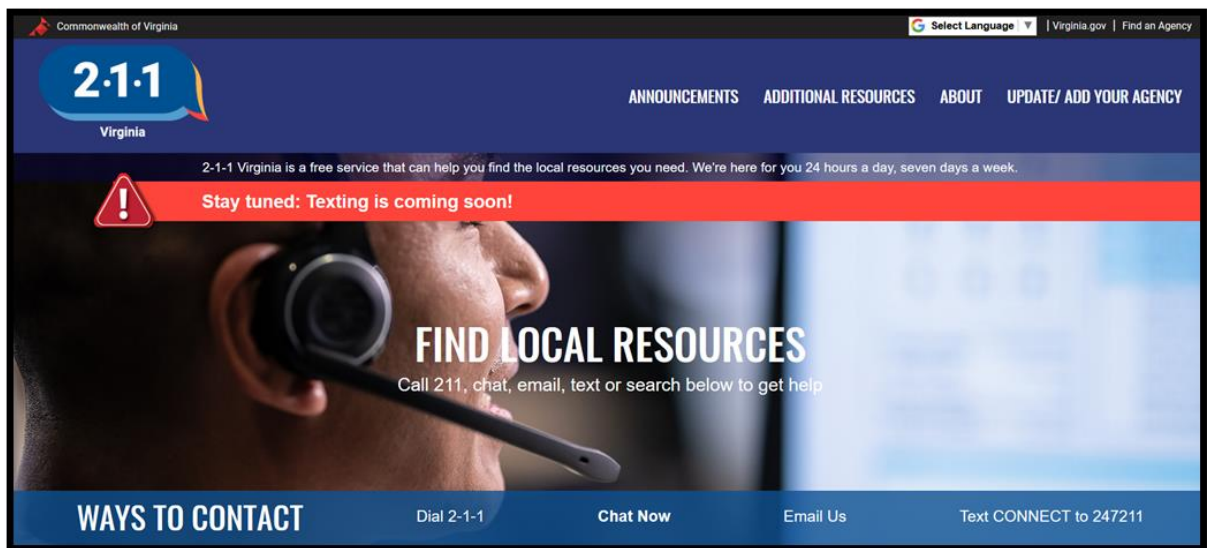
Only those authorized by their organization can submit changes to an agency listing on the 211 Virginia website.

1. Fill out the [211 VIRGINIA New Agency Application](#)

Or

2. Type www.211VIRGINIA.org in your preferred internet browser and press **ENTER** key on your keyboard.

211 VIRGINIA **HOME** screen appears



You can reach the 211 Virginia Home Page anywhere in the interface by clicking the 211 Virginia logo at the top left corner of the screen.

3. Click **Update/Add your Agency** link
4. Click Add **New Agency** button



5. Check to see if your agency is currently in our database.

Type in the name of your agency name and the zip code

* Required

* Agency Name:

* Zip Code (Physical Address):

If Agency Name appears in search results, click the Agency link to update the agency information

If Agency Not Found appears, click the **Add New Agency** button

6. The next screen asks you to view the [Inclusion/Exclusion Policy](#) to ensure your agency meets the requirements and criteria. Additionally, one needs to add the agency information. The more meaningful information to capture here is:

- Agency Name
- Agency Description: Summary of your agency. (1-2 sentences)
- Agency Location
- Agency Website
- Agency Director
- Legal Status

The current screen is not the area to add any program/service-specific information. The opportunity to do that comes later. This information is just regarding the overall agency. When finished, scroll to the bottom and select **Save**.

2-1-1 VIRGINIA follows the standard guidelines set forth by the Alliance of Information & Referral Systems, Inc. (AIRS) in determining what listings to include in its database. To determine if your organization is eligible, please review the inclusion-exclusion criteria found in the following PDF document.

[Inclusion-Exclusion Criteria \(PDF\)](#)

Please complete the basic information for your agency below.

*Required

*Agency Name:

*Agency Information Agency Address: Address Type:

*City: *State (VA): *Zip:

*City/County:

Phone:

Agency Information Executive Director: Agency Information Executive Title:

Name: First: Middle: Last:

Email:

Phone:

Agency Description:

*Business Type:

Agency Administrative Hours Check here if 24/7 or complete the forms below. [Fill Default](#) [Undo Default](#)

Day	Open	Close
<input type="checkbox"/> Monday	N/A	N/A
<input type="checkbox"/> Tuesday	N/A	N/A
<input type="checkbox"/> Wednesday	N/A	N/A
<input type="checkbox"/> Thursday	N/A	N/A
<input type="checkbox"/> Friday	N/A	N/A
<input type="checkbox"/> Saturday	N/A	N/A
<input type="checkbox"/> Sunday	N/A	N/A

Additional Comments on Agency Administrative Hours:

Program Listings

Please select a program listing before clicking on the "Review Listing" or "Delete Listing" button. When you have finished updating all listing information, please click the "Complete" button below.

Listing Name	Program Type	Last Updated By	Last Updated Date

Please select a program listing before clicking on the "Review Listing" or "Delete Listing" button. When you have finished updating all listing information, please click the "Complete" button below.



All fields (ex. Address, Phone, Email, Website) that have an (+) allow you to add multiple field instances. To remove the value, click on the (-), and it takes away the value.

7. Click the **Add New Listing** button, which appears at the bottom of the screen after you click Save. Adding your agency information does not suffice to be listed in the 211 Virginia database. We refer our clients to a program of an agency. The agency is the parent record for all other records, e.g., locations and programs. Therefore, you must have a program added to your agency.

When adding a program, the essential information to provide is:

- **Program Name**
- **Program Description:** What services does the program provide?
- **Eligibility:** Who is eligible for services
- **Availability:** How often can someone access your services
- **Languages Offered:** Does your program offer it in Spanish?
- **Program Fees:** What costs are involved?
- **Application Process:** How does someone access your services?
- **Documents Required:** What documents must a person provide?
- **What sites offer the program?**
- **Describe the Coverage Area:** What zip code, city, county, or region does the program serve?
- **Description of Hours:** What times/days is your program available? Are these times the same for each site? If not, provide the hours for each site.
- **Phone Number and Number:** If your program phone number is different from your site, provide the phone number. Otherwise, put all phone numbers on the site record.
- **Email:** If your program uses an email address to access services or for general inquiry
- **Website:** If your program has a website

Once done, click **Save Changes**. You can add as many programs as you want. Once done with adding programs, you can click "Save and complete."



Your program's description is one of the most crucial elements of the information provided to the client. The program description needs to convey to its reader a basic summary of the service(s) provided, briefly and concisely. Your program's description is also essential because:

- **It is what is read by the 211 Call Center Specialist to the caller**
- **It is what is on the 211 Virginia website**

With that, you are all done. Your local 211 Database Curator contacts you with any follow-up questions after they have reviewed your submitted information. This process can take up to 30 days.

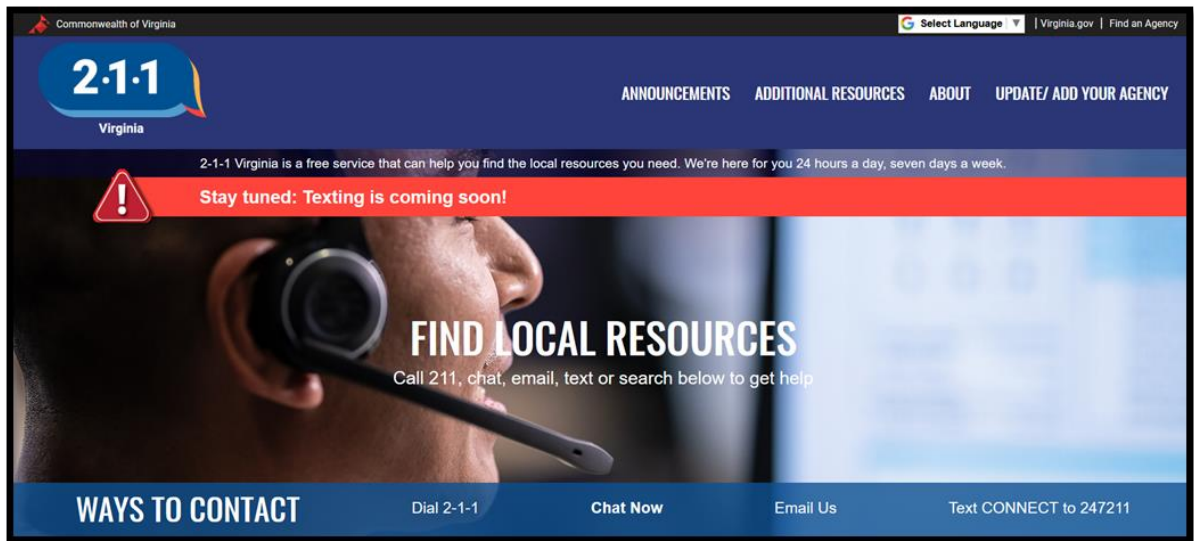
B.Updating an Agency

Only those authorized by their organization can submit changes to an agency listing on the 211 Virginia website.

Annually each agency listed in the 211 Virginia database needs to review and update listings. 211 encourages agencies to contact them throughout the year with updated information so accurate information can be provided to the callers.

1. Type www.211VIRGINIA.org in your preferred internet browser and press **Enter** key on your keyboard.

211 VIRGINIA **Home** screen appears



You can reach 211 Virginia's Home Page anywhere in the interface by clicking the 211 Virginia logo at the top left corner of the screen.

2. Click **Update/Add your Agency** link
3. Enter your eight-digit Agency ID in the **Agency Information Agency Number** field. (Example: RICHXXXX)



If you do not know your Agency Information Agency Number, contact your 211 Virginia Community Engagement Manager.

4. Click on the **Submit** button
211 VIRGINIA Verification screen appears

For Verification purposes, please complete the following information: close

Email Address: (required)

Retype Email Address: (required)

Name: (required)

Title: (required)

Phone: (required)


I am authorized to update service listings on behalf of my agency. (required)

Avoid entering the information above on future visits by creating a user account: (optional)

User ID:

Password:

Retype Password:

I'm not a robot  reCAPTCHA
Privacy Terms

5. Review the Inclusion/Exclusion Policy

2-1-1 VIRGINIA follows the standard guidelines set forth by the Alliance of Information & Referral Systems, Inc. (AIRS) in determining what listings to include in its database. To determine if your organization is eligible, please review the inclusion-exclusion criteria found in the following PDF document.

[Inclusion-Exclusion Criteria \(PDF\)](#)

6. Review the **Basic Information** for the agency.

Select the information you would like to edit or delete. Enter the new information over any existing content. Repeat for all fields which need to be updated.

When updating an agency, essential information to review:

- Agency Name
- Agency Address
- Agency Website
- Agency Description
- Agency Update Contact

Once done, click **Save**.

If no edits are needed, click **Reviewed-No Changes**

Please complete the basic information for your agency below.

***Required**

*Agency Name: MetroCASH United Way of Greater Richmond and Petersburg

*Agency Information Agency Address: Main 2001 Maywill Street
 c/o United Way of Greater Richmond & Petersburg

*City: Richmond *State: VA *Zip: 23230

*City/County: Henrico

Mailing Address: 2001 Maywill Street
 c/o United Way of Greater Richmond and Petersburg

*City: Richmond *State: VA *Zip: 23230

*City/County: Henrico

Phone: Customer Service 855-698-9435

Website: www.myfreetaxes.com

Website: www.yourunitedway.org/tax/vita/

Agency Information Executive Director: Name: First: Middle: Last: Email: Phone:

Agency Description: United Way of Greater Richmond and Petersburg MetroCASH is an IRS-sponsored Volunteer Income Tax Assistance Program (VITA) program that provides free tax preparation assistance to qualifying individuals and families in the United Way region.

*Business Type: Private, Non-profit

Agency Administrative Hours Check here if 24/7 or complete the forms below. [Fill Default](#) [Undo Default](#)

Day	Open	Close
<input checked="" type="checkbox"/> Monday	08:30 AM	05:00 PM
<input checked="" type="checkbox"/> Tuesday	08:30 AM	05:00 PM
<input checked="" type="checkbox"/> Wednesday	08:30 AM	05:00 PM
<input checked="" type="checkbox"/> Thursday	08:30 AM	05:00 PM
<input checked="" type="checkbox"/> Friday	08:30 AM	05:00 PM
<input type="checkbox"/> Saturday	N/A	N/A
<input type="checkbox"/> Sunday	N/A	N/A

Additional Comments on Agency Administrative Hours: Does not provide tax assistance on site at the Main Address

Update Contact (for updating agency information) Cardotti, Cara [Remove](#)
 Cardotti, C [Add New Contact](#)
[Edit](#)

[Reviewed-No Changes](#) [Save](#) [Delete this Agency](#)

7. Review the **Program Listings** for your agency

Program Listings

Please select a program listing before clicking on the "Review Listing" or "Delete Listing" button. When you have finished updating all listing information, please click the "Complete" button below.

[Review Listing](#) [Delete Listing](#) [Add New Listing](#)

Listing Name	Program Type	Last Updated By	Last Updated Date
Online Tax Preparation Assistance - Richmond, Virtual VITA, MetroCASH United Way of Greater Richmond and Petersburg	Tax Prep Assistance	211 Virginia	05/25/2020
Tax Prep and EITC - Richmond, MetroCASH United Way of Greater Richmond and Petersburg	Tax Prep Assistance		11/26/2019

Please select a program listing before clicking on the "Review Listing" or "Delete Listing" button. When you have finished updating all listing information, please click the "Complete" button below.

[Review Listing](#) [Delete Listing](#) [Add New Listing](#)

Click here when you're done [Complete](#)

Select the Listing Name you would like to edit or delete.

Click **Review Listing**

8. **Agency Listing** screen appears with the Listing details on the screen.

Click the "+" symbol to expand the section you want to edit. Click "-" to collapse the section

Click the **Edit** button in the appropriate section. The Edit button appears in the bottom right-handed corner of each section.

When updating an agency, essential information to review:

- Program Name
- Program Description
- Eligibility
- Availability
- Application Process
- Coverage Area
- Phone Number
- Email
- Website
- Documents Required
- Hours of Operation

After editing the necessary section, you can save your changes by clicking the **Save** button.

When done editing, click the **Save and Complete** button (located at the top and bottom of the page) to submit your changes

If you have reviewed your listing and there are no changes necessary, you can click the **Reviewed-No Changes** button. By doing this, you are notifying 211 VIRGINIA staff that the listing has been reviewed and is current.

Clicking the **Cancel** button allows you to cancel any changes made and return to the listing.

The screenshot shows a web form titled "Listing Name and Contact Information". At the top right, there are four buttons: "Reviewed - No Changes", "Save and Complete", "Print", and "Cancel". The form contains the following fields:

- Name:** Online Tax Preparation Assistance - Richmond, Virtual VITA, MetroCASH United Way of Greater Richmond and Petersburg
A program of MetroCASH United Way of Greater Richmond and Petersburg
- Listing Details - Site Location Address:** Main: 2001 Maywell Street c/o United Way of Greater Richmond & Petersburg, Richmond, VA, Henrico, 23230
Mailing Address: 2001 Maywell Street c/o of United Way of Greater Richmond and Petersburg, Richmond, VA, Henrico, 23230
- Program Type:** Tax Prep Assistance
- Phone:** Home:
- Web Site:** www.getyoufund.org/Taxwsp, www.yourunitedway.org/tax/vita/virtual-vita
- Administrative Contact:** Carolee, Carle

An "Edit" button is located in the bottom right corner of the form. Below the form are five expandable sections: "Who Are We?", "Who Do We Serve?", "How Much Does Our Service Cost?", "What Is Our Availability?", and "Additional Information?". At the bottom right of the page, there are four buttons: "Reviewed - No Changes", "Save and Complete", "Print", and "Cancel".



Resource Curators review all changes; please allow 3 business days for the changes to appear.

211 VIRGINIA AGENCY HANDBOOK

ANNEXES

Frequently Asked Questions

Frequently Asked Questions

- **What is 211?** 211 is a vital service leveraged by millions of people across North America. Every day, clients contact 211 to access free and confidential crisis and emergency counseling, disaster assistance, food, health care and insurance assistance, stable housing and utility payment assistance, employment services, veteran services, and childcare and family services.
- **What does 211 do?** No matter the situation, the specialists at 211 listen, identify underlying problems and connect people in need with resources and services in their community that improve their lives. In 2019 alone, 211s in the U.S. answered over 11 million calls and almost 450,000 texts, chats, and emails, helping millions of people with life-changing support
- **Why does 211 matter?** 211 does more than "patch people through" to agencies. Instead, 211 specialists try to identify the root causes of a client's problem – and connect them with a wide range of available resources that meet all the underlying needs, not just the one that prompted the call, text, or email. No other program has its "finger on the pulse" of America's greatest needs. 211 makes the social services ecosystem/network more efficient by ensuring people in need connect to agencies that can help them.
- **What is 211's impact?** In 2019, 211 VIRGINIA assisted more than 100,000 people. Nearly 60% of the caller's needs were related to housing or utilities. These are also the top unmet needs, as community resources are limited. 211 VIRGINIA can assist callers in over 100 languages using Tele-interpreter service. Across the U.S., 94.6% of residents can call 211 in their communities. In 2018, 211s across the U.S. made more than 12.8 million connections to help.
- **Whom do we serve?** Our 211 Call Center serves the Commonwealth of Virginia. Across the U.S., 94.6% of the U.S. population can dial 211, and 30 states have statewide coverage, including Virginia.
- **Can you assist Non-English Speaking individuals?** A telephone interpreting service assists Non-English speaking callers with access to 150+ languages.
- **Will 211 work from my cell/mobile phone?** Yes. However, you may reach a different state's 211, depending on where you geographically are located when you make the call. If you reach another state's 211, ask to be transferred to 211 Virginia, and they will. You can also call 211 Virginia directly from your cell phone by calling (804) 230-6977.
- **Do other states have 211?** 211 is currently available to over 90% of the United States population; check www.211.org for more information. Visit www.211us.org to check the current status of a state.

- **Can I call 211 from the phone where I work?** Usually, some companies block 3-digit calls from business phones because of fees associated with those calls. If that's the case at your company, we hope you ask to have 211 "unblocked." Your employer should not incur any fees for 211 calls made by employees. You can also call our toll-free phone number, (800) 230-6977.
- **What about emergencies?** 211 is not an emergency line. Please call 911 if you're facing a situation that requires help from police, fire, or medical resources.
- **What if I just need the phone number for a residence or business?** 411 is still your best bet for directory assistance.
- **When can I call 211?** 211 is available to you 24 hours a day, 365 days a year. Call anytime you need help.
- **If I call 211, what can I expect?** Trained information and referral specialists answer calls and tap into 211's extensive database of area services, programs, and resources as he or she guides you toward appropriate answers.

211 Counts

Each year, 16 million people in the United States dial 211 for basic needs like food and shelter or emergency services. *211 Counts* is the first tool to provide real-time, searchable, and visual presentations of data from 211 call centers across the nation. Using *211 Counts*, you can find a snapshot of community-specific needs displayed by ZIP code, region, or call center as recently as yesterday, enabling you to check trends, make comparisons and share information effortlessly. *211 Counts* works with 211 Virginia to share this information with community leaders and service agencies.

The Health Communication Research Laboratory created 211 Counts at Washington University in St. Louis. It is currently being developed, supported, and distributed by Health Communication Impact, LLC, and St. Louis.

Launched in 2014 in Florida and North Carolina with the help of a grant from the William R. Kenan Jr. Charitable Trust, *211 Counts* has expanded across the U.S. Our dashboards have been used to write grants, create up-to-date reports and show evidence of community need. While *211 Counts* includes 211 systems as its users, our primary audiences include government representatives, service agencies, and philanthropists.

How to use 211 Counts

1. Type www.211counts.org in your preferred internet browser and press **Enter** key on your keyboard.

211 Counts **Home** screen appears



2. Click on **Virginia**

211 Counts data screen appears

Search by Zip Code, County, Congressional District, State House District, State Senate District, School District, and/or Region

Search by last custom date, yesterday, last 7 days, last 30 days, last 90 days, last 180 days, and/or last 365 days

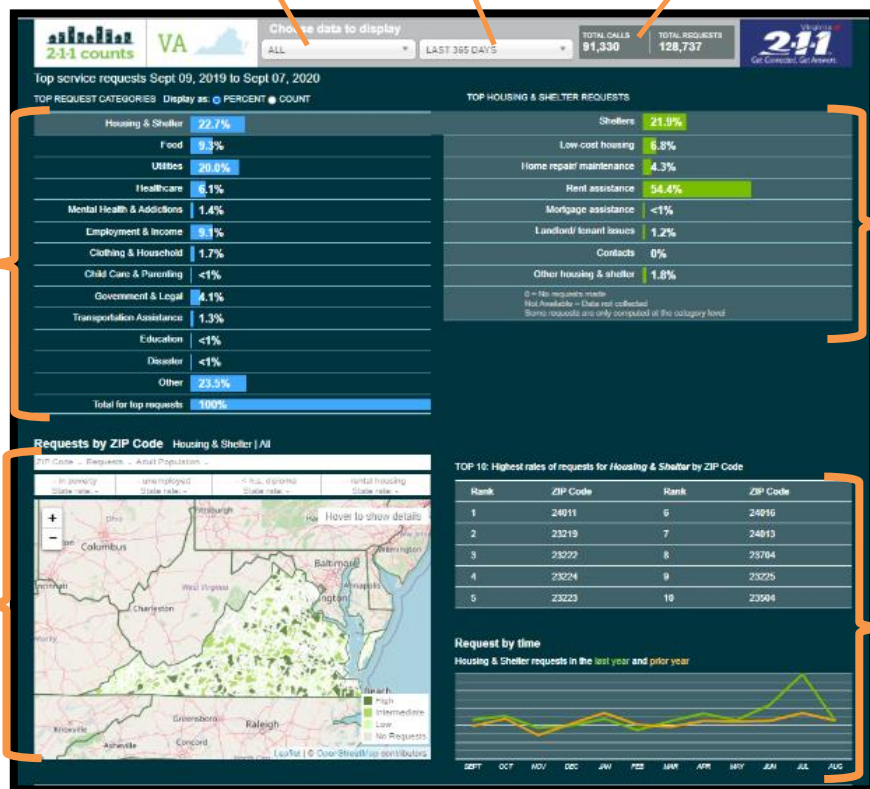
Total Calls and Total Request per search

Summary of Top request/needs

Break down of data by need

Heat map showing request by location

Comparison of requests by current and previous year



211 Counts FAQs

- **How is the data collected?** Across the U.S., 211 call centers handle millions of calls every year. Call centers provide aggregated data about the calls to 211 Counts, which systematically tracks and summarizes callers' needs.
- **What does "Total Calls" mean?** "Total Calls" and "Total Service Requests" are across the top of the page; this reflects all calls and service requests to the call center during the selected time range and for the selected geographical area. One caller may request more than one service.
- **Do 211 Counts track all of those calls?** 211 Counts offers data about the top requests — callers' most critical basic needs, such as food, shelter, and clothing. 211 Counts displays most of the remaining requests in additional categories or in "Other."
- **Can I get more specific data?** Yes. Clicking on a category enables the user to view categories and their percentage or total count of calls within the category.

- **Can I display the data by location?** Yes. You can display data from each call center by ZIP Code, County, Congressional district, state House district, state Senate district, and region. The location you select at the top of the dashboard displays on the map below. Click on "all" to display locations within one grouping (e.g., counties) on the map; hover over each location for the data.
- **How are the locations and their data determined?** For all locations except "region," U.S. Census maps are utilized. A region is a group of ZIP codes served by a call center; some call centers serve more than one region. To avoid duplication, call data from each ZIP code is in only one location in each grouping (e.g., a Congressional district). They utilize a Zip code's geographical center to determine a Zip code's location when it spans more than one location area.
- **What do the colors on the map indicate?** The rate of a particular type of call is expressed per 1,000 adults living in that ZIP code, reflected on the map of data. Each ZIP code is colored to reflect a "high," "intermediate" or "low" rate of calls compared to others in that region. When "all" regions are viewed on the map, the colors reflect the comparative call rates for all regions of a call center.
- **Is other community information displayed?** Yes. U.S. Census data on population, poverty, unemployment, rental housing and education can be viewed.
- **How far back does the data go?** It varies by call center. Data from some centers is available as early as 2013. Use the custom date field to display that data.
- **Are there ways to learn more about how to use 211 Counts?** Yes. We have developed a series of video tutorials that are available at youtube.211counts.org or by clicking the red arrow at the bottom of the dashboard.
- **I love your site! How can I share it?** Links to social media and other ways to share the date are displayed in a column on the left side of the dashboard.
- **Why is the category count different than the total of its subcategory count?** Coding procedures differ between call centers. Some centers may code a request broadly, such as "utilities," while other centers may code a similar request more specifically, such as "electric". "Electric" will fit within one of the 211 Counts subcategories while 'utilities' will not.

More questions about the tool or the data? Contact us at info@211counts.org, to learn more about *211 Counts*.

[Watch How-To-Video](#)