

VERMONT 2-1-1

Vermont 2-1-1 is an Information and Referral program of the **United Ways of Vermont**. By dialing 2-1-1 or by texting your zip code to 898211, you will receive up-to-date information and referrals on health and human services for your area and region. (Text between 8:00 am-8:00 pm, Monday-Friday.)

Our 2-1-1 system in Vermont is at the fingertips of every resident and every phone. 2-1-1 is cost-effective, high quality, personal, flexible and community-based.

Can't find what you need? You can always reach one of our trained professionals by phone or by text. Vermont 2-1-1 is here to offer help and to offer hope.

- One call or text gives you access to resources across your community. 2-1-1 is efficient, fast and easy to use.
- No more wrong numbers; no more wasted time trying to find the right resource(s).
- 2-1-1 is a private and confidential call or text; most often the name of the caller is not even taken. Language translation services are also available.
- 2-1-1 maintains the integrity of the 9-1-1 system; saving that vital community resource for life and death emergencies.
- 24-hour availability every day of the year by phone or by clicking on vermont211.org
- 2-1-1 is an easy way to find or give help in your community.

In times of disaster, Vermont 2-1-1 plays a critical role in bringing information to the people most affected by the events and relaying the needs of callers back to the government officials and the first responders.

What are the needs in your community?

Vermont 2-1-1 collects town, county and statewide data and feeds it back to communities to help make systemic change. Monthly reports showing the needs of your county are available on our website.

Sandgate made one contact to Vermont 2-1-1 between January and December 2018, which resulted in a referral for consumer fraud reporting. Overall, Bennington County Residents made 1,442 contacts during that period, resulting in 1,267 referrals. Fifty five percent of referrals were for Basic Needs, most of which were for Housing and Shelter in the form of homeless shelters and other accommodations, and Housing Assistance, which can include rental resources; Other basic needs

included Utility Assistance; Transportation, Food, and Material Goods. Sixteen percent of referrals were for Income Support and Employment, mostly for Public Assistance, including general relief, 3SquareVT and Reach Up applications, as well as Temporary Financial Assistance. About 10% of referrals were for Organizational and Community Services, such as specialized information and referral services, which include referrals to SW Vermont Council on Aging and Help Me Grow Vermont. About 7% of referrals were for the category of Criminal Justice and Legal Assistance, including legal counseling, mediation, lawyer referral services, as well as law enforcement agencies and services. Other referrals were to Health Care Services, Mental Health Assessment and Treatment, Consumer Services, Environment and Public Health/Safety, and Individual and Family Support Services. (Note: Contact may result in more than one referral. Contacts do not represent unduplicated callers/texters.)

Want to subscribe to our monthly newsletter?

Our e-newsletter shares monthly statistics on the needs of Vermonters, highlights resources, and keeps you up-to-date on new initiatives. To see or subscribe to our newsletter, go to:

<http://www.vermont211.org/news/monthly-newsletter>

Vermont 2-1-1 Partners with Help Me Grow

Vermont 2-1-1 participates in the Vermont Department of Health's statewide Help Me Grow initiative. Help Me Grow provides a centralized telephone access point, via Vermont 2-1-1, for parents, caregivers, and providers to get information and referrals for local services for children birth through age eight. Help Me Grow Child Development Specialists answer questions about children's behavior and development and help identify children who are at risk for delays, so that services can begin as early as possible. Help Me Grow Child Development Specialists are available from 8:00am – 5:00pm Monday-Friday by dialing 2-1-1, x6.