Vermont 2-1-1 2015 SNAPSHOT

VISION
Vermont 2-1-1 will provide all people in Vermont with access to community resources information and referral (I&R). This access will include personal assistance by telephone by dialing 2-1-1 and an online, searchable database of services.

MISSION
The mission of Vermont 2-1-1 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.

38,681 CALLS
The Vermont 2-1-1 database of more than 950 agencies contains detailed descriptions of over 2,800 programs and more than 9,500 services available to Vermonters. Our Resource Specialists gathered information by regularly attending community meetings throughout the state and contacting agencies directly to complete a formal update process. Our Contact Specialists provided assistance to an average of 105 callers daily, with an average caller wait time of only 23 seconds.

Who Calls Vermont 2-1-1?
- 9% were age 60 and older
- 5% were age 18 and under
- 13% were homeless
- Female callers outnumbered males 2 to 1

A Vermont 2-1-1 Story
On a recent visit to her local car wash, a Vermont 2-1-1 staff member asked the attendant if he would take the 2-1-1 magnet off of her car before starting the wash. After retrieving the magnet, he handed it to her and said “You guys helped me out when I needed it, thank you! I tell everyone about Vermont 2-1-1.”

TOP 3 CALLER REQUESTS
- Housing/Shelter
- Tax Organizations & Services
- Public Assistance Programs

TOP 3 GAPS*
- Community Shelters
- Utility Assistance
- Gas Money

* Some reasons for gaps in services are: Service Not Found; Program Out of Funds; Caller Ineligible Due to Prior Assistance; Inaccessible Due to Distance/Transportation; Waiting List

2-1-1 WEB SEARCH STATISTICS
- 23,950 Site Visits
- 9,936 Unique Visitors

TOP GAPS*:
- Cold Weather Shelters
- Rent Payment Assistance
- Auto Insurance Payment Assistance

(See other side)
There is something we all can do to prevent suicide. Promoting meaningful, caring connections with each other - in even the smallest of ways - has been shown to be a major factor in preventing suicide. A total of 1,386 calls to the Lifeline (1-800-273-TALK) originated from Vermont in 2015. Of those calls, 195 were answered by Vermont 2-1-1 Information and Referral Specialists Monday-Friday 8:30am – 4:00pm. Everyone who answers the Lifeline is trained in Applied Suicide Intervention Skills Training (ASIST).

What can you do to help your loved ones who may be struggling?

Dial 2-1-1 for information and resources to help.

Help Me Grow VT received a call from the mother whose 3-year-old was having tantrums — yelling, crying and hitting. She stated her son attends preschool and while she has had a lot of advice, none of it seemed to be working. Her family felt exhausted and overwhelmed.

In speaking further with the HMG Child Development Specialist, it came to light that he mostly exhibited this behavior at home when transitioning from one activity to another, such as going from playing with his trains in the evening to bath time, or when getting ready to go to school in the morning. The Child Development Specialist discussed resources for information about social-emotional development and challenging behaviors, including talking to his pediatrician and preschool teacher. At the mother’s request, the Child Development Specialist mailed out materials from The Backpack series, including “How to Plan Activities to Reduce Challenging Behaviors” and “How to Help Your Child Have a Successful Morning”. During a follow-up call two weeks later, the mother felt they were taking steps in a positive direction with a resulting reduction in tantrums. She has also had ongoing conversations with his teacher, who has offered support around reinforcing positive behaviors.