



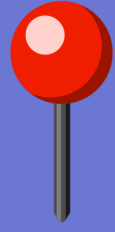
Get Connected. Get Help.™



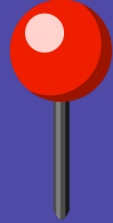
United Ways of Vermont

From Hello to Help, 211 is here!

United Way of Northwest VT
(Chittenden, Franklin, Grand
Isle)



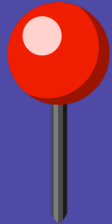
United Way of Lamoille County



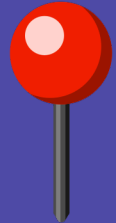
United Way of Addison
County



Green Mountain United Way
(central and northeastern VT)



United Way of Rutland
County (includes
Bennington)



United Way of Windham
County

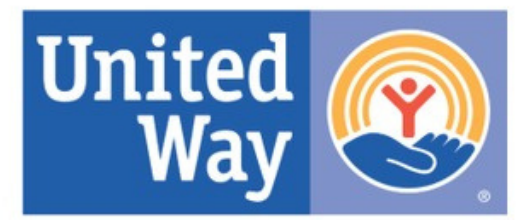
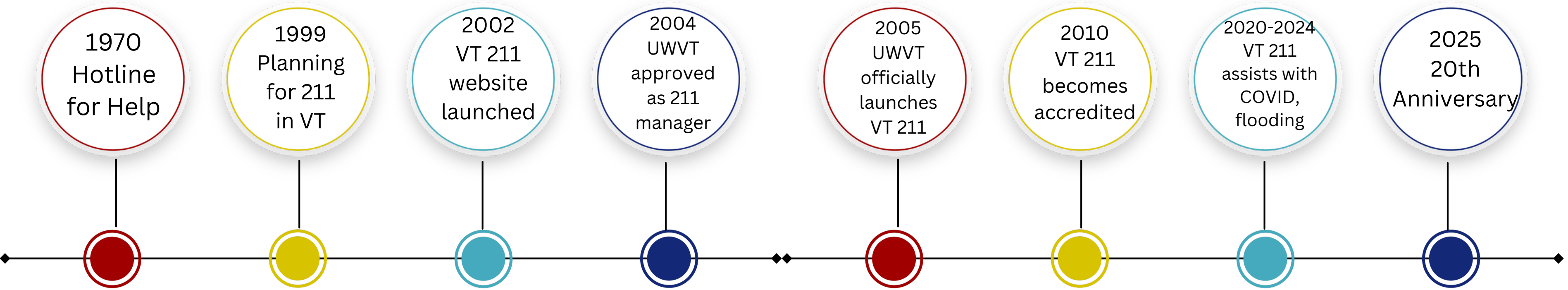


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United Ways of Vermont

VT 211 History



Information & Referral (I&R)

The art, science and practice of bringing people and services together.

- I&R resource databases contain detailed descriptions of the programs and services provided by community, social, health, and government organizations. (Inform USA)
- Re-accreditation every 5 years, staff are certified
- Adhere to Inclusion/Exclusion Policy
- Resource Database Curation Team



VT 211 Is Critical State Infrastructure



- Absorbs increased demand from changes in social services and housing rules
- Adapts quickly to policy and benefit changes
- Activates to support the state in disaster response
- Delivers accurate, real-time information statewide

Volunteer Income Tax Assistance (VITA)



- Federally funded program that offers free tax help for low-to-moderate income taxpayers, elderly taxpayers and military personnel and their families.
- Seasonal
- Partnership with CVOEO
- Scheduling of appointments

General Assistance: Emergency Housing

- Partnership with Economic Services Division
- Hotel/Motel Vouchers
- Weekdays, 4:30pm-8am
- Weekends, 24/7 Holidays, 24/7
- Contract with New England Contact Center



Disaster Response

VT 211 serves as the central point of coordination for state-level emergency management response and recovery activities.



- Manage and track available resources and information
- Rumor/information control
- Damage reports
- Provide comfort and assurance for people who need a place to call.
- Help mobilize and track offers of volunteers and donations.
- Information for coordination of services – who is providing what, when, and for whom.
- Identify gaps in services and help direct resources to high priority places.

VT 211 at a Glance (2025)



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61,654 contacts

11,900 services

22,015 referrals

1,160 agencies

2,837 calls/month

3,270 programs



Search | Vermont 211

Food, clothing, shelter, and other basic needs for residents of Vermont.

 vermont211.org

**When Vermonters need help,
the message is clear:**



Call 211.



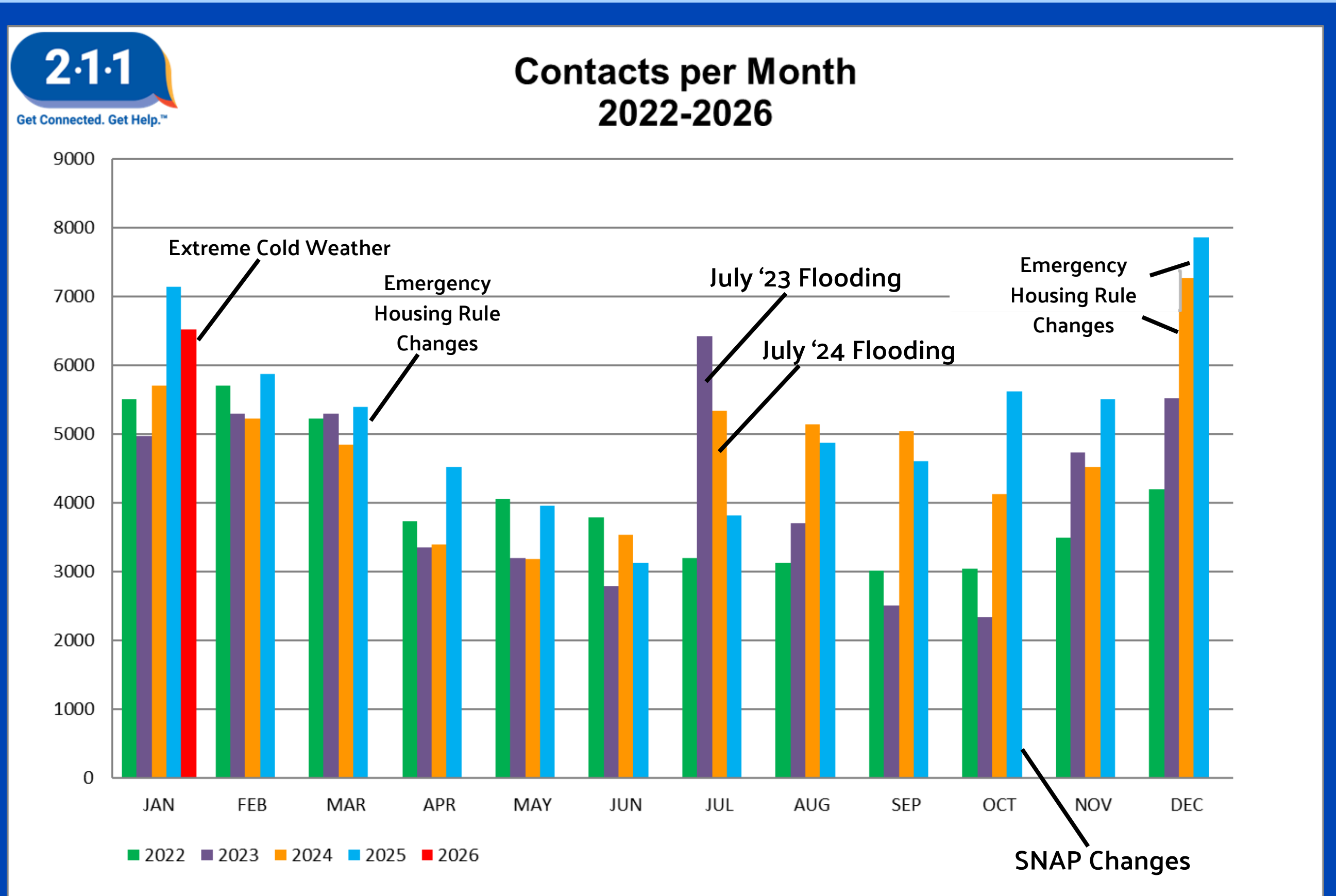
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**Demand is rising as federal changes and funding
reductions ripple through communities.**

VT 211 wants to responsibly allocate state dollars to our busiest times.

Level, reliable funding allows VT 211 to keep enough staff in place throughout the year to meet changing needs.

The need is rising year after year.



Each major event greatly increases the call volume.

Support level funding of

\$1,638,029

for VT 211 in FY27

So Vermonters can access help
when it matters most.



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VT 211 funding & hours



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- **historically underfunded**
- **strong advocacy resulted in funding at modern operational level in FY 2026**
 - **\$332,000 added to base funding level to support core operations**
 - **including 24/7 services**
- **Governor's recommended FY 27 budget reduces VT 211 funding by \$332,000**
- **State partner does not think 24/7 services are needed, and data does not support**

VT 211 wants to responsibly reallocate state dollars for adequate staffing during the busiest times

What \$1.6M Sustains in FY27

7 days/week, 365 days/year service:

- 24/7 online searchable database & modern tech systems
- Adequate staffing for current and projected call volume
- Statewide information & referral
- Emergency Housing after-hours support
- Statewide disaster response readiness



We are not asking for more, just enough to remain dependable.

What This Investment Also Enables

- Improved data collection & reporting for lawmakers & agencies
- Replacement of a severely outdated database
- Closed loop referral systems to support community health needs
- Statewide outreach to keep data accurate

What is at risk if we lose funding:

VT 211 will be forced to evaluate all programs and services

- **reduced staffing, reduced days of operation**
- **more call backs**
- **service reductions (emergency housing, disaster response, etc.)**
- **less of an ability to pivot and respond to disaster and changing needs**

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vermont211.org

