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SENATE JOINT RESOLUTION NO. 276

Offered March 9, 2026

Commending 211 Virginia.

Patrons—Suetterlein; Delegates: McNamara and Rasoul

WHEREAS, since its establishment in 2006, 211 Virginia has served as a free, confidential, and easy-to-remember statewide resource connecting Virginians to vital health and human services information and referrals; and

WHEREAS, 211 Virginia is available 24 hours a day, seven days a week, in every region of the Commonwealth, and can be accessed by phone, text, chat, and online search, helping ensure that assistance is available whenever and however Virginians are ready to reach out; and

WHEREAS, 211 Virginia supports individuals and families during both life's critical moments and day-to-day challenges, including but not limited to housing instability, food insecurity, behavioral health needs, utility crises, and emergency and disaster response; and

WHEREAS, over the past two decades, 211 Virginia has grown to serve approximately 100,000 Virginians annually, connecting individuals and families to trusted community-based organizations, nonprofit providers, health care systems, and public agencies, serving as a reliable front door to assistance across the Commonwealth; and

WHEREAS, 211 Virginia plays a unique and essential role in strengthening the Commonwealth's health and human services ecosystem by simplifying access to information, facilitating timely referrals, and helping ensure that individuals are connected to resources that best fit their needs and circumstances; and

WHEREAS, the work of 211 Virginia is carried out by trained, compassionate specialists who know the communities they serve and who approach every interaction with empathy, expertise, and respect for the dignity of each individual seeking support; and

WHEREAS, since its inception, 211 Virginia has evolved from a helpline into a modern, data-enabled platform that supports coordination among service providers, enhances referral efficiency, and offers insight into emerging community needs that can inform planning and decision-making at the local and state levels; and

WHEREAS, 211 Virginia is administered by the Virginia Department of Social Services and aligns with the Commonwealth's broader commitment to ensuring that all Virginians have access to timely, accurate, and relevant information about services that promote health, stability, and well-being; and

WHEREAS, during times of natural disaster, emergency response, and residents' critical life moments, as well as periods of economic uncertainty, 211 Virginia has served as a stable, trusted, and neutral resource, helping residents navigate complex systems and find a place to start when facing hardship; and

WHEREAS, February 11, 2026, marked the 20th anniversary of 211 Virginia's service to the people of the Commonwealth, providing an opportunity to recognize its enduring impact, celebrate its evolution, and reaffirm the importance of maintaining strong, accessible infrastructure to support Virginians in need; now, therefore, be it

RESOLVED by the Senate, the House of Delegates concurring, That the General Assembly hereby commend 211 Virginia on the occasion of its 20th anniversary for its legacy of service connecting individuals and families to essential resources, strengthening coordination across health and human services networks, and helping ensure that no Virginian has to face hardship without a place to turn; and, be it

RESOLVED FURTHER, That the Clerk of the Senate prepare copies of this resolution for presentation to 211 Virginia, the Virginia Department of Social Services, and the Secretary of Health and Human Resources as an expression of the General Assembly's admiration for their continued commitment to the well-being of all Virginians.