

# Advanced, Experienced 2-1-1 Call Center

## A Vital Community Service Available to ALL West Virginians

*State-of-the-Art Centralized Call Center at the Service of ALL West Virginians  
Free, Reliable Rapid Access to Community Services 24/7/365*

**Real-Time Help for People in Need** ▶ Since its inception in West Virginia, we have provided uninterrupted 2-1-1 Social Service Information on demand 24 hours a day, 7 days a week. Our experienced call center operators utilize high-tech equipment, the latest software, and web-based data resources to quickly provided vital human services information to citizens throughout the state.

**Comprehensive Referrals** ▶ Including food banks, shelters, spouse abuse centers, medical support, aid for children and the elderly, drug and alcohol abuse programs, counseling, crisis intervention, rehab, and financial and job assistance programs as well as various state, county and local government agencies, such as WV Children's Health Insurance Program and WV Department of Health & Human Resources.

**Quality Assurance** ▶ Redundant call centers and equipment connections with three major telephone companies in West Virginia, Ohio, and Pennsylvania ensure impeccable reliability; 2-1-1 service is accessible via all land line and wireless carriers in West Virginia.

**Emergency Services** ▶ Collaboration with personnel at all of West Virginia's 9-1-1 call centers enables immediate response to all emergency situations.



**Enhanced Service Delivery** ▶ 2-1-1 service delivery is continually improved and enhanced through our partnership with social services administrators around the state; we regularly attend planning meetings, providing critical operational data, reports, and analysis.

**Experienced and Committed** ▶ Lauttamus Communications was chosen by the WV Public Service Commission as the sole provider of 2-1-1 service subsequent to a thorough public review process. We have been the sole provider of 2-1-1 in West Virginia, managing over 250,000 calls for assistance since 2004.

**For Reliable Quality 2-1-1 Service Delivery** ▶ Call or visit our website today!

**LAUTTAMUS**  
COMMUNICATIONS  
[www.lauttamus.com](http://www.lauttamus.com) • 800-285-2197