2-1-1 VIRGINIA

CONTACTS

- Northern: 14%
- Northwest: 5%
- Southwest: 8%
- Central: 6%
- Richmond/Southside: 33%
- Southeast: 34%

97,145

*Out of State: <1%

REFERRALS

238,612 REFERRALS PROVIDED

TYPES OF CALLS

- Referral (75%)
- Information (22%)
- Advocacy/Intervention (1%)
- Disaster (1%)
- Infant/Toddler (1%)
- Crisis/Emergency (<1%)

67% of contacts made were from females; 19% from males; 14% declined to state; >1% were transgender

BY THE NUMBERS

- Ninety-nine percent of needs were met by appropriate referrals; 1% of needs were unmet

- Forty-three percent of contact needs were related to Financial Aid (Utilities/Fuel)

NEW INITIATIVES

2-1-1 Virginia strives to be the primary source of information on human services across Virginia

Website

Text and Chat

Outreach

TOP 5 REFERRAL CATEGORIES

1. Utility Assistance
2. Housing
3. Health Care
4. Food/Meals
5. Income Support/Assistance

October 1, 2016 - September 30, 2017