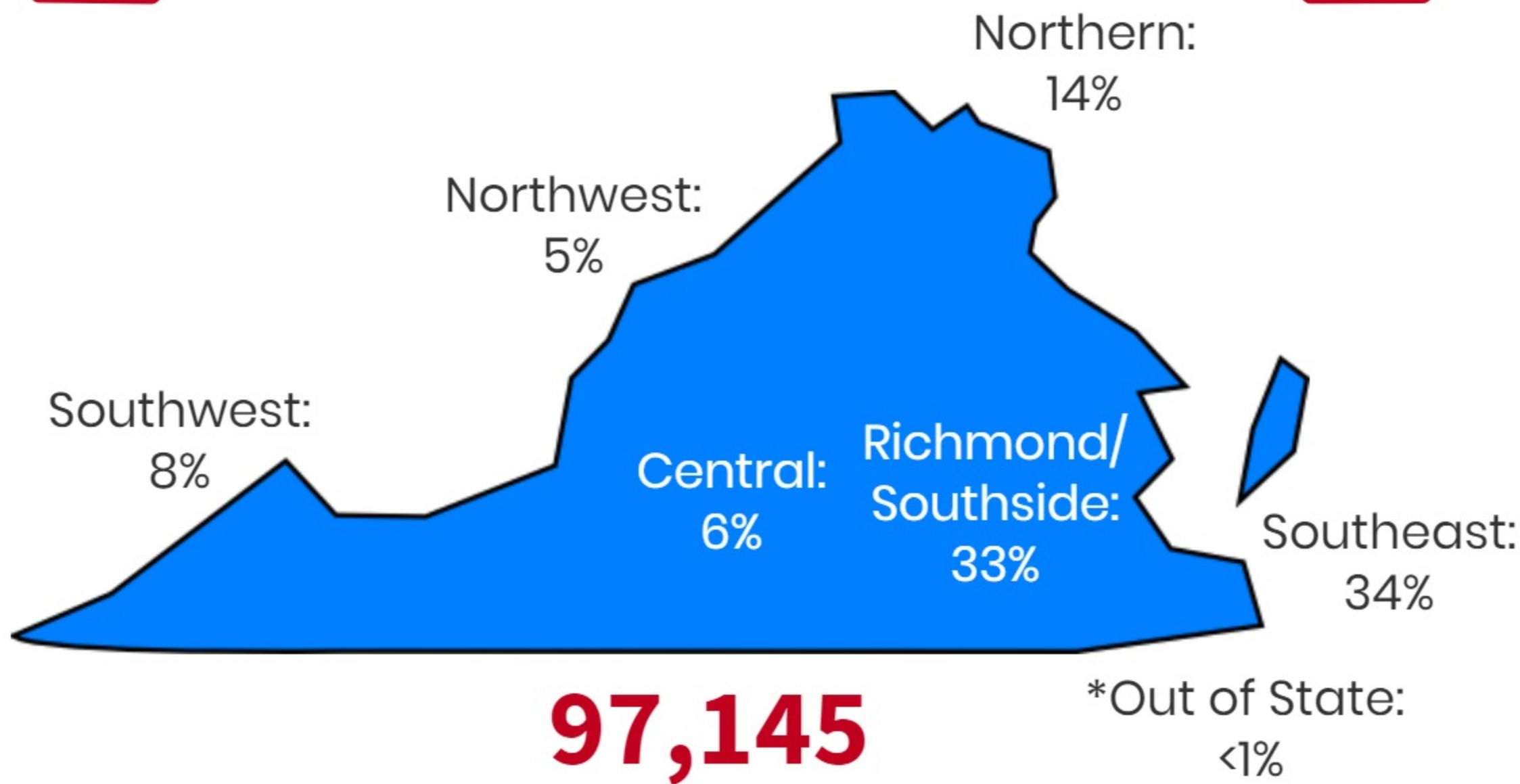


2-1-1 VIRGINIA

October 1, 2016 -
September 30, 2017

CONTACTS



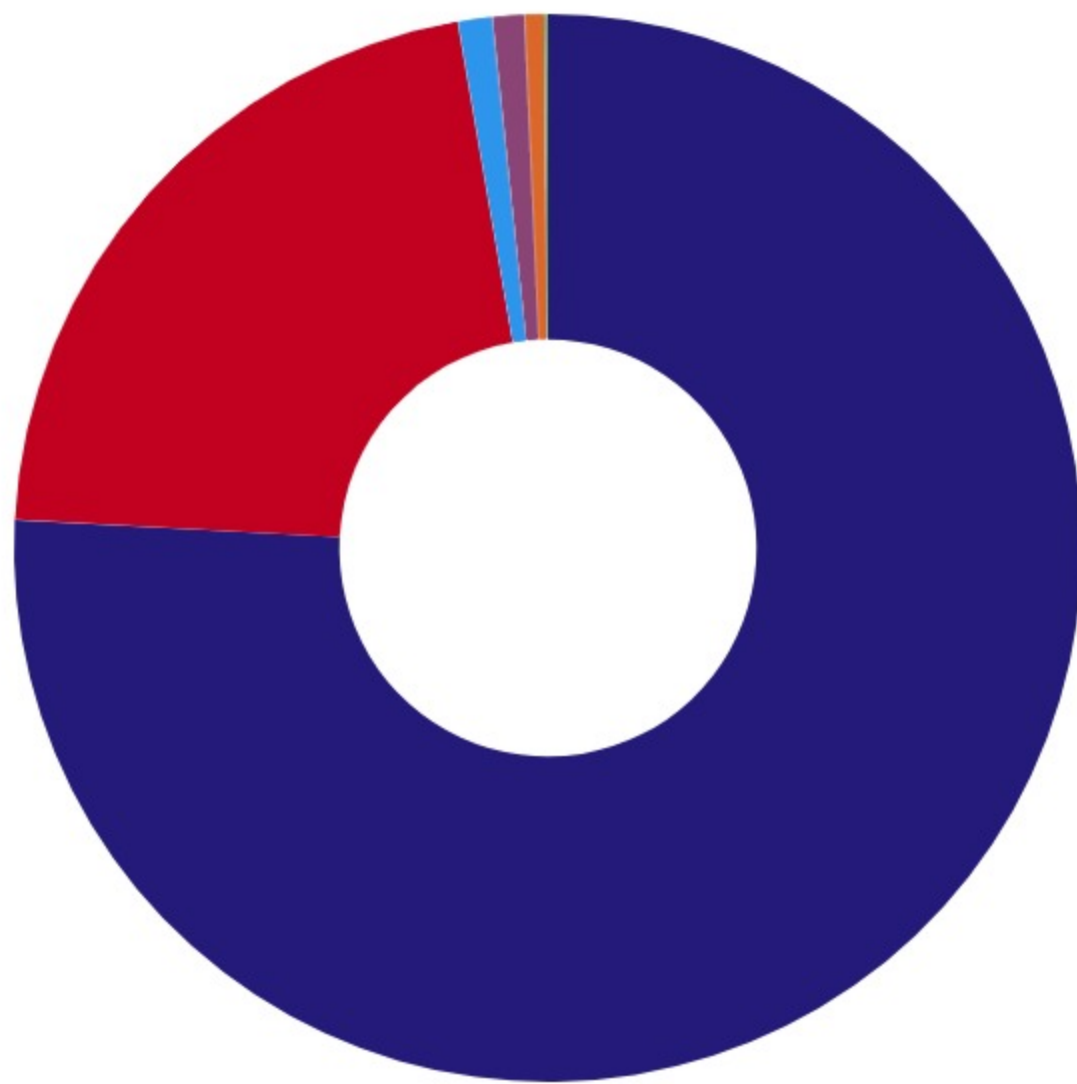
REFERRALS



238,612

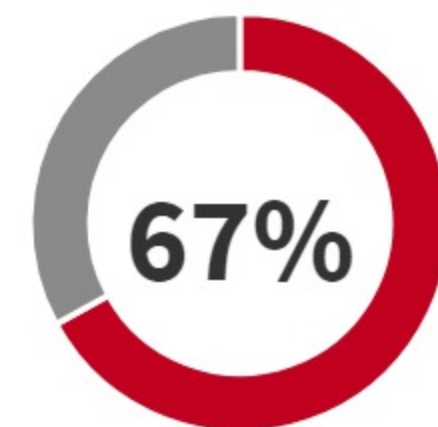
REFERRALS PROVIDED

TYPES OF CALLS



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

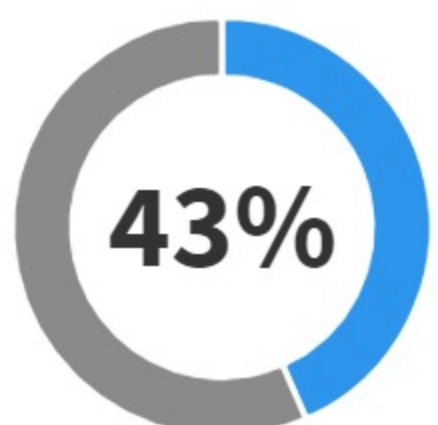
BY THE NUMBERS



Sixty-seven percent of contacts made were from females; 19% from males; 14% declined to state; >1% were transgender



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