2·1·1
Virginia

REGIONAL DATA REPORT 2023-2024

At 211 Virginia, we support decision-makers by providing essential data to address local human service priorities. Our interactions with residents statewide help shape effective human services delivery in your locality.

A contracted service of the Commonwealth of Virginia

NORTHERN REGION
PLANNING DISTRICTS 8 & 16

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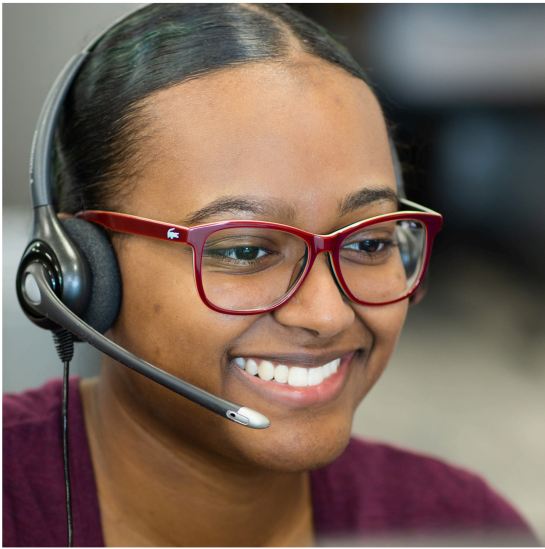
2·1·1 Virginia

211 Virginia is an easy-to-remember three-digit dialing code connecting people with information on available community services throughout the Commonwealth.

- Established in the **Code of Virginia** in 1984
- 211 Number Launched in 2006
- Maintains a Resource Directory of 16,000+ Programs Across the Commonwealth and Beyond
- A Nationally Accredited Source for Referrals to Government, Nonprofit, and Faith-Based Agencies

WAYS TO CONNECT

FREE AND CONFIDENTIAL • ACCESSIBLE 24/7, 365 DAYS A YEAR • AVAILABLE IN 200+ LANGUAGES

📞 **Dial 211 or (800) 230-6977**

📱 **Text CONNECT to 247211**
message and data rates may apply.

💬 **Live Chat and Email**
available at 211virginia.org

🔍 **Searchable Online Directory**
available at 211virginia.org

CODE OF VIRGINIA (§§ 63.2-222)

There shall be a created statewide human services information and referral system designed to:

01 Collect and maintain accurate and complete resource data statewide

02 Link citizens needing human services with appropriate community resources

03 Assist in planning for human services delivery at the local, regional, and state levels

04 Provide information to assist decision-makers in allocating financial resources and other resources to respond to state and local human service priorities

INTRODUCTION

211 Virginia invites you to explore our Regional Data Reports, offering insights from the fiscal year July 1, 2023 - June 30, 2024.

As part of our mission at 211 Virginia, we provide decision-makers with the information they need to allocate financial and other resources effectively, addressing local human service priorities.

Every day, 211 Virginia connects with residents across the state, gathering critical regional data essential for planning human services delivery in your locality. What sets 211 Virginia apart is our continuous collection of data on every contact, providing real-time insights into the needs of your area—even when immediate solutions are not available.

We monitor trends and shifts across the state, offering a unique vantage point without losing sight of the regional data. This information is invaluable for localities, planning districts, and decision-makers, as they allocate funding, apply for grants, and understand the most urgent needs of their communities. Inside the report, you will find definitions of key terms and helpful tips for interpreting the data.

Whether your community is predominantly rural or urban, our dedication remains steadfast in facilitating positive change and ensuring citizens have access to the support and services they need.

We look forward to engaging in a meaningful dialogue about how 211 Virginia can support those in positions to make a significant impact.

ABOUT THE DATA

Agency
An organization with at least one program listing in the 211 Virginia resource directory as of June 30, 2024.

Agencies Located
Number of agencies with their primary address located in the described area as of June 30, 2024.

Program Listing
A specific service provided by an agency that 211 Virginia can refer individuals to.

Program Types
Also known as "Keywords." Describe services classified under one or more Inform USA taxonomy terms. 211 Virginia uses around 440 keywords that cover 700+ taxonomy terms.

Individuals/Inquirers
Estimated number of unique people who contacted 211 Virginia one or more times in FY 2023-2024.

Contacts
The number of calls, texts, chats, emails, postal mail, and face-to-face interactions handled by 211 Virginia Community Resource Specialist in FY 2023-2024.

Referrals Given
Number of resource referrals provided in FY 2023-2024. There may be multiple referrals per need request. Community Resource Specialists aim to provide three referrals per need whenever possible.

Population
The number of people living in a certain area in 2022, as reported by United for ALICE.

Median Household Income
The income level in 2022 at which half of households in the area earned more and half earned less, as reported by United for ALICE.

% of Households in Poverty
The percentage of households whose income in 2022 was at or below the 2022 Federal Poverty Level, as reported by United for ALICE.

% of ALICE Households
The percentage of households who, in 2022, belonged to "ALICE" - Asset-Limited-Income-Constrained-Employed. These households earned more than the 2022 Federal Poverty Level but did not earn enough to afford the cost of living in their area, as reported by United for ALICE.

United for ALICE Virginia Report:
unitedforalice.org/state-overview/Virginia.

TERMS TO KNOW

NORTHERN REGION
PLANNING DISTRICTS 8 & 16
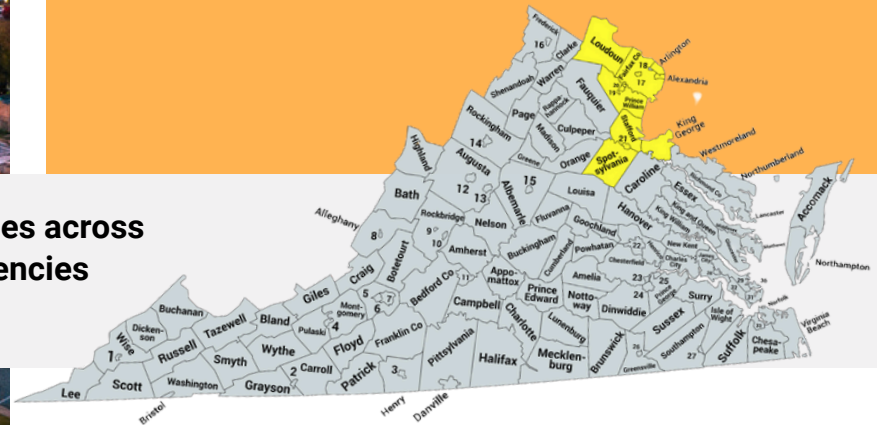
Planning District 8: Northern Virginia
City of Alexandria, Arlington County, City of Fairfax, Fairfax County, City of Falls Church, Loudoun County, City of Manassas, City of Manassas Park, Prince William County

Planning District 16: George Washington
Caroline County, City of Fredericksburg, King George County, Spotsylvania County, Stafford County

The Northern region houses **14 counties and cities across 2 planning districts**, supported by nearly **800 agencies listed** in the 211 Virginia resource directory.

COMMUNITY UTILIZATION:
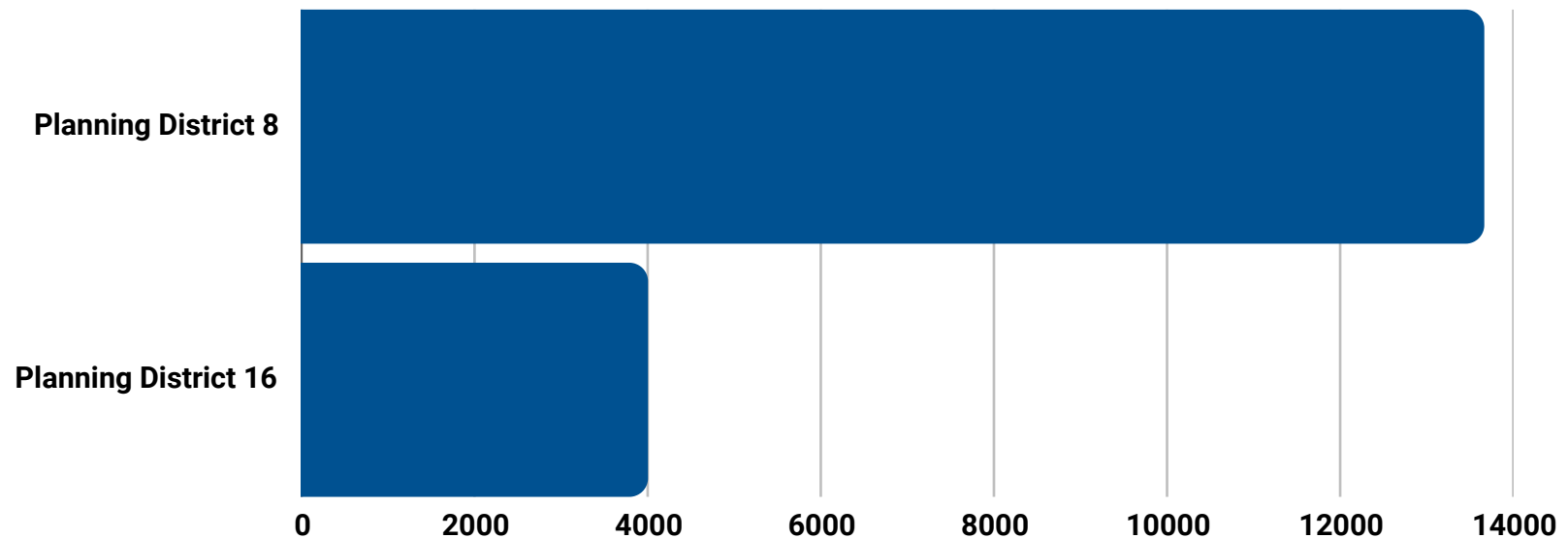## CONTACT VOLUME OVER TIME
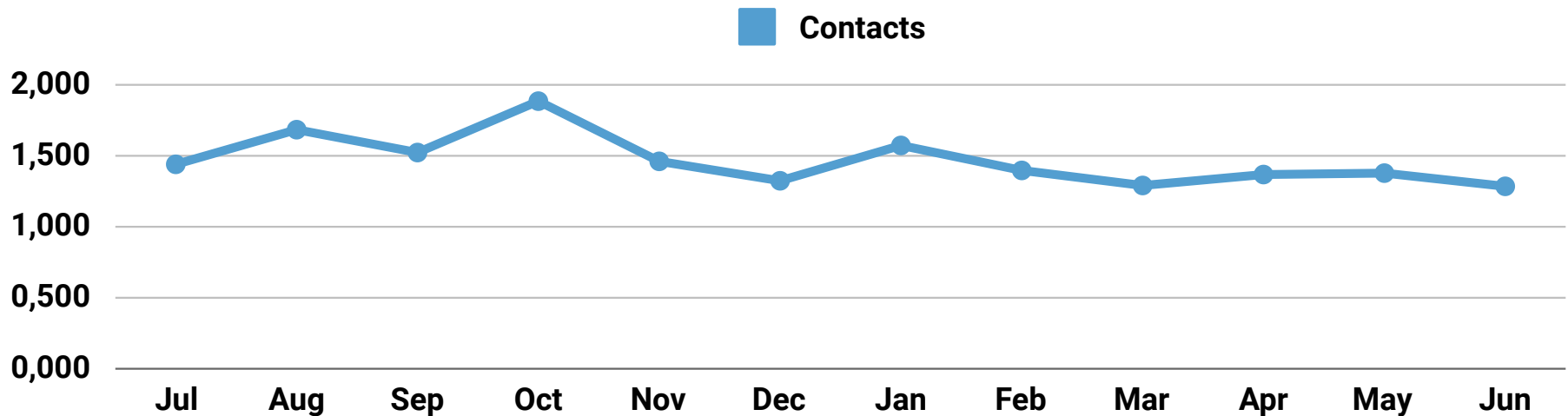
Contacts

Reviewing the **volume of contacts over time** offers valuable insights into shifting community demands on both a monthly and annual basis.

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COMMUNITY NEED

NORTHERN REGION

8%
AVERAGE OF HOUSEHOLDS IN POVERTY

28%
AVERAGE ALICE HOUSEHOLDS

2022 MEDIAN HOUSEHOLD INCOME

$115,613.24

According to data provided by United for ALICE. (2022).

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COMMUNITY NEED OVERVIEW

56,900+ Referrals Given

Each program listing we provide someone is considered a referral. Referrals represent the amount of assistance available.

94% Referral Success Rate

The percentage of referral searches for which the individual accepted a referred program listing.

A referral search does not always result in an accepted referral. In instances where we are unable to give a referral, the **unmet request** and reasons are documented. These reasons may include ineligibility for service, exhaustion of available resources, no referral available, refusal of referral, termination of the call, or the referral being too distant. In 2023-2024, the **top reason the referral was not given was the individual was not eligible for service** for the programs in the resource directory.

COMMUNITY NEED:
REFERRALS BY NEEDS CATEGORIES
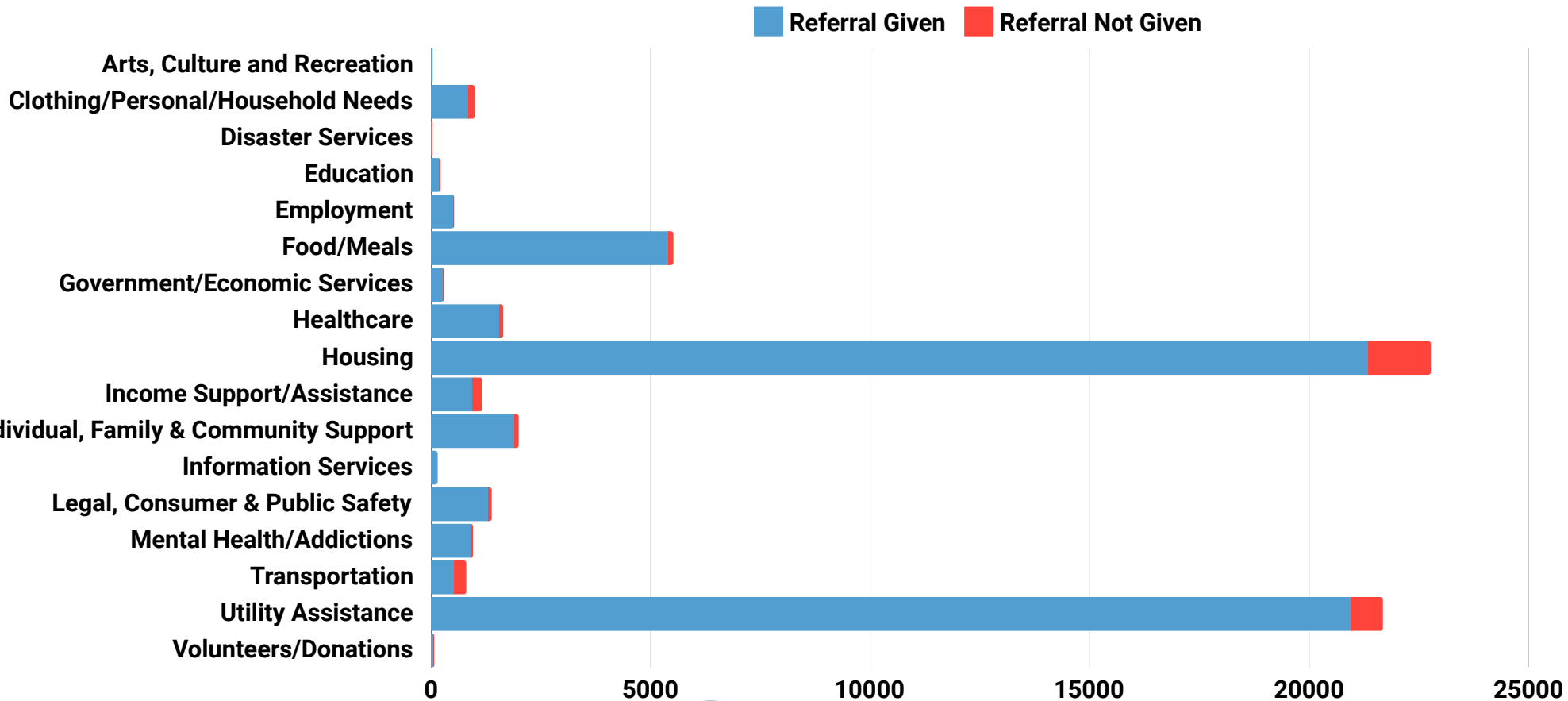
The 211 Virginia database is initially segmented into broad categories reflecting the **overall type of help requested.**

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COMMUNITY NEED:
MOST REFERRED PROGRAM TYPE

RANK	PROGRAM TYPE
1.	Financial Aid Electric
2.	Financial Aid Rental Assistance
3.	Food Pantry
4.	Homelessness Prevention
5.	Financial Aid Gas
6.	Shelter Homeless
7.	Housing Subsidized
8.	Housing Shelter
9.	Financial Aid Water
10.	Benefits Screening

Program Types provide insight into the specific help requested.

For example, program types distinguish between homeless services versus rental assistance needs even though both are under the Needs Category "Housing".

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COMMUNITY NEED:
MOST REFERRED PROGRAM LISTINGS

RANK	PROGRAM LISTING
1.	Emergency Assistance - Arlington, Catholic Charities of the Diocese of Arlington
2.	Emergency Financial Aid - Fairfax, ACCA Inc. (Annandale Christian Community For Action)
3.	Financial Aid - Fredericksburg, Saint Vincent de Paul Conference
4.	Emergency Financial Aid - Woodbridge, Salvation Army Prince William Corps
5.	Financial Assistance - Manassas, First AME Church of Manassas
6.	Utility Assistance - Dumfries, St. Francis House
7.	Rental Assistance - Dumfries, St. Francis House
8.	EnergyShare - Fairfax, EnergyShare, Salvation Army Fairfax Corps
9.	Financial Aid - Fairfax, Salvation Army Fairfax Corps
10.	EnergyShare - Alexandria, EnergyShare, Salvation Army Alexandria Corps

Referred listings represent the **specific agency program we referred to when assisting individuals in your community.** This highlights where support may be needed and acknowledges the **anchor agencies** contributing to your region.

PLANNING DISTRICT SNAPSHOTS

We invite you to view the 2023-2024 Planning District Snapshots and other Regional Data Reports by visiting **councilofcommunityservices.org/planning-district-reports** or **scanning the QR code.**

What's included in our Planning District Snapshots?

- Planning District Overview
- Community Need
- Individuals Served, Contacts, and Referrals
- Contacts by Locality
- Most Referred Needs Categories

Download Reports

CALLS TO ACTION

Increase Awareness About 211 Virginia
Help spread the word about 211 Virginia to ensure more Virginians know where to find help and resources in their community.
Scan the QR code to request marketing material.

Recommend Agencies
Assist us in expanding our resource directory by recommending local agencies that could benefit from partnering with 211 Virginia.
Scan the QR code to recommend an agency.

Utilize Our Data
Leverage our data to inform decision-making, strengthen funding proposals, and enhance service delivery based on community needs.
Scan the QR code to access additional reports.

NEXT STEPS

- **Request additional data.** For detailed or customized data information, please contact Robert Morrow, Director of Data Analytics, at robertm@councilofcommunityservices.org.

- **Contribute to the strength of 211 Virginia.** Ensure your agencies list their information in our database and help spread awareness about 211 Virginia. For more information, reach out to Amanda Holcomb, Director of Community Engagement at amandah@councilofcommunityservices.org.

- **Explore partnership opportunities.** For partnership inquiries, please contact Margaret Telsch-Williams, Director of Information and Referral Services, at margarettw@councilofcommunityservices.org.

CONTACT US

As the sole contractor for 211 Virginia under the **Virginia Department of Social Services,** the **Council of Community Services** is committed to enhancing the efficiency and reach of our services. We invite our partners and stakeholders to collaborate with us to better support our communities. Whether you need detailed data, wish to contribute to the strength of 211 Virginia, or are interested in exploring partnership opportunities, our team is here to assist you.

Connect with your regional representative!

Northern Region

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darionb@councilofcommunityservices.org

Credits // Prepared by the Council of Community Services based in Roanoke, VA.