



ANSWERING THE CALL

Reflecting on 20 Years of Impact and
Strengthening Service to the Commonwealth

FEBRUARY 2026





Virginia



VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

>Welcome



When I hear the phrase, “Answering the Call,” I immediately think of the many dedicated 211 Virginia community resource specialists who have said, “Hello,” to millions of Virginians over the past 20 years.

Through an unmatched blend of empathy and expertise, 211 Virginia serves as a trusted navigator for Virginians, making it easier to access the most relevant and locally available programs and services amid what can sometimes feel like a dizzying landscape. By asking the right questions and taking the time to listen and walk through their unique situations, 211 Virginia empowers every person who reaches out with clear next steps for overcoming challenges and life’s critical moments.

February 11, 2026 marks the 20th anniversary of 211 Virginia going live, and while this milestone gives us cause to celebrate, it also affords us the tremendous opportunity to reflect and consider how we move forward in service to the people of Virginia.

211 Virginia was founded on the basic premise that a single, always-available and easy-to-remember number could function as a more accessible entryway to local, state, and even federal resources – and it has been just that. However, it is my sincere hope that this report confirms another basic truth about 211 Virginia: It has never been just a number to call.

211 Virginia is free and for everyone. And while it is also confidential, the data and information 211 Virginia collects shines an invaluable light on daily life in our communities and the challenges shared by so many who call Virginia home.

When we – as Virginia’s network of health and human service agencies, as elected representatives, as business owners, as passionate nonprofit service providers – harness that knowledge, we forge stronger partnerships and develop innovative ways to show up and support members of our communities every day.

Please join me in celebrating 211 Virginia’s 20 years of service to the people of the Commonwealth and in amplifying the availability of this critical resource in your community. Finally, and just as importantly, let’s leverage this milestone as a time to join together.

Sincerely,

A handwritten signature in blue ink that reads "S. Duke Storen". The signature is fluid and cursive, with a long horizontal stroke at the end.

S. Duke Storen

Commissioner, Virginia Department of Social Services

▶▶▶▶ About 211 Virginia



By the Code:

In 1984, the Code of Virginia established the system that would grow to become 211 Virginia in 2006. Today, 211 Virginia remains steeped in the code's guiding tenets:

Code of Virginia §§ 63.2-222

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

1. Collect and maintain accurate and complete resource data on a statewide basis;
2. Link citizens needing human services with appropriate community resources to satisfy those needs;
3. Assist in planning for human services delivery at the local, regional, and state levels; and
4. Provide information to assist decision-makers in allocating financial and other resources to respond to state and local human service priorities.

Beyond the Code:

211 Virginia embraces its role as a trusted guide for individuals navigating daily challenges and life's critical moments, which is why it is:

- ▶ Always **AVAILABLE** – 24 hours a day, 365 days a year.
- ▶ Always **FREE**.
- ▶ Always **CONFIDENTIAL**.
- ▶ Always for **EVERYONE**.

24 | 7
365
DAYS A YEAR

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Through statewide collaboration and coordination, 211 Virginia curates its database, advances the shared mission of Virginia’s network of health and human services providers, and ensures more Virginians know how to connect through 211.

Greater Access

Making good on the promise of easier connection

Prior to the adoption of 211, Virginians had to use an 11-digit number (1-800-239-6977) to access statewide information and referral services. By embracing three simple digits in 2006, 211 Virginia formed one clear entry point for connection, support, opportunity, and hope.

Early Returns

By 2007, the results of having this easy-to-remember number began to show:

- ▶ 3 times as many unique individuals as 2006
- ▶ 3 times as many total contacts as 2006

Gaining Stride and Maintaining Steady Presence

By year five, 211 Virginia was handling roughly four times as many inquiries as it had in its first year and making twice as many referrals.

Since 2011, 211 Virginia has:

- ▶ Served ~94,000 unique individuals yearly
- ▶ Made ~ 257,500 yearly referrals

At its highest points in history, 211 Virginia has served as many as 125,000 unique individuals in a given year, handled as many as 167,000 total contacts, and made as many as 340,000 referrals. None of these high-water marks occurred in the same year.

Guiding Individuals To their Best Options

At 17,000 listings strong, 211 Virginia maintains the largest and most comprehensive directory of health and human services in the state, but 211 Virginia does more than provide a list of organizations, phone numbers, and addresses. Its approach has always been to listen first and ask key questions to guide Virginians to local and relevant options for support.

On average, 211 Virginia's trained community resource specialists spend roughly six minutes connecting with an individual who reaches out. That said, they stay on the line, or in the chat, as long as it takes to explore every potential option available.

This time adds up. Six minutes with every caller equates to roughly 230,000 hours of active engagement and resource navigation since 2006.

Since 2010, individuals who contacted 211 Virginia walked away with an average of three referrals for services per need, and finding those options on their own likely would have taken much longer than six minutes.

20 Years
OF CONNECTIONS

BY THE NUMBERS:



2.3+ million
contacts



1.9+ million
unique individuals



4.7+ million
referrals for
services



3 average
referrals per
individual

“ No matter how my own day may be going, I know that when the phone rings, I have to put that aside. The caller knows if you’re being sincere or not – *and you have to establish that trust.* ”

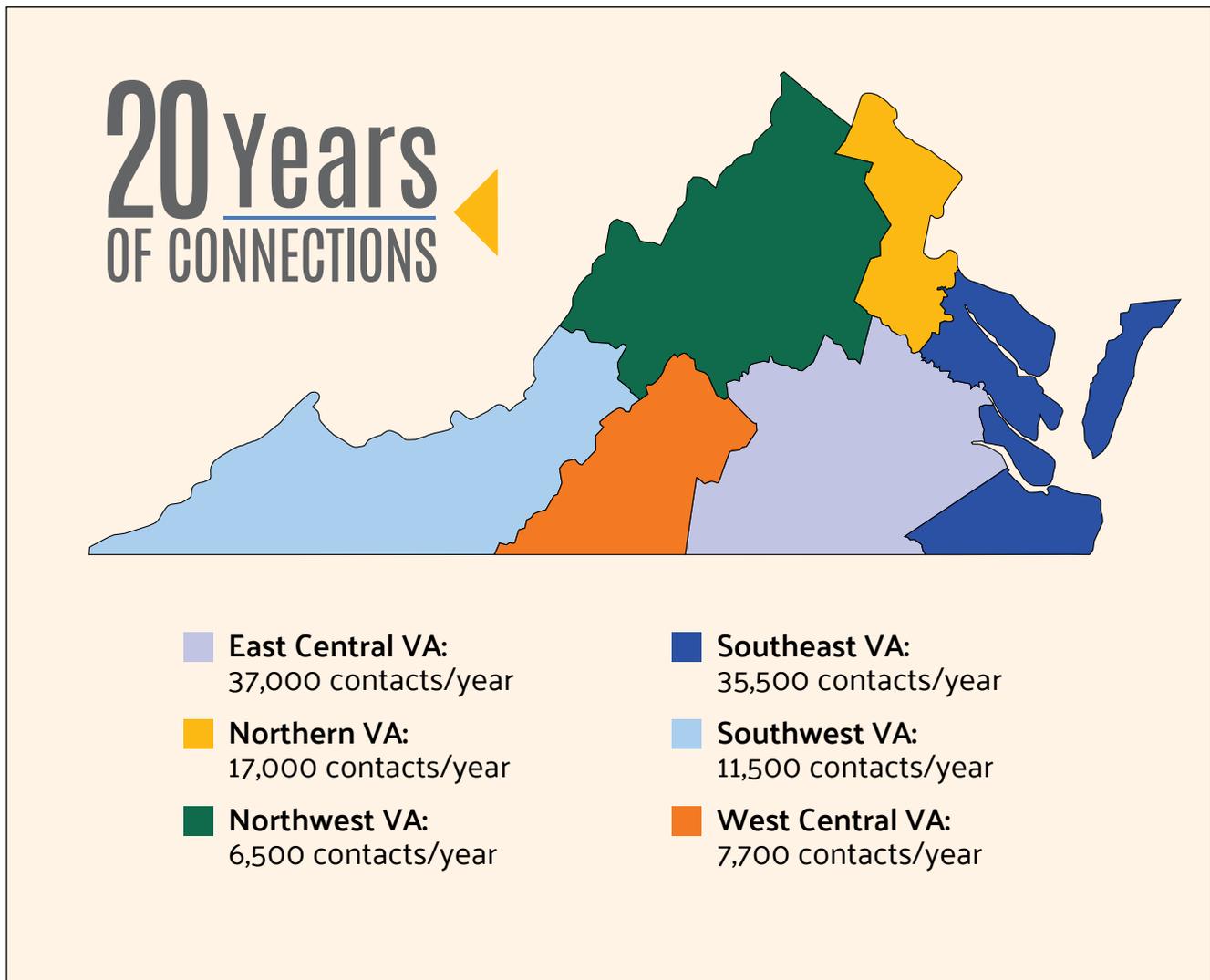
Shawn Leslie
Senior Community Resource Specialist
Fielded inaugural 211 call
with then-Gov. Tim Kaine

Supporting the Network

The time 211 Virginia spends with every caller also helps it become a reliable extension of partner agencies’ outreach and impact by making their resources easier to find and by helping to screen for important access and eligibility requirements.

For example, since 2017, there have been roughly 50,000 instances when 211 Virginia was unable to make a referral because a community resource specialist had successfully screened for eligibility or identified an “other” reason, which was most often because the service was too distant or they had already used the available resource.

Without identifying that critical information, these individuals would have spent invaluable time searching for, and trying to understand, eligibility requirements themselves, calling providers directly, or even traveling to locations only to be turned away.



ANSWERING THE CALL FOR

Understanding the Needs of Virginians

How 211 Virginia's contact and referral trends underscore persistent and growing challenges related to housing, food security, and Virginians' overall health and well-being

The factors that influence an individual's decision to connect with 211 Virginia are as unique as the more than 2.3 million contacts handled over 20 years. By centering their lived experiences, 211 Virginia's data becomes an extension of community voice.

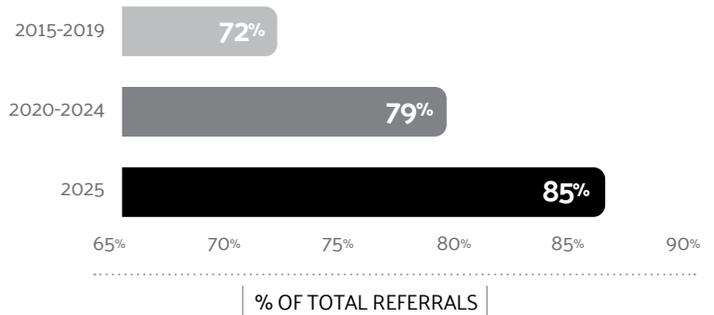
Covering the Basics

211 Virginia's referral trends over the past 10 years showcase the growing struggles Virginians face. While 211 Virginia's directory spans the entire ecosystem of health and human service providers, request and referral data consistently highlights three interwoven life essentials: housing, utilities, and food.

As the cost of living has risen in a post-pandemic world, so too has the percentage of referrals 211 Virginia gives to these essential services, with housing continuing to comprise an ever-greater share of requested resources.

When factoring in utilities as an essential housing cost, 211 Virginia has given over 2.5 million referrals to support safe and stable housing since 2011.

Housing, Utilities, and Food Referrals



In 2025, **3 out of every 4** referrals supported safe and stable housing for Virginians.





Examining the Housing Crisis

Of the 15 cities and counties that contact 211 Virginia the most:

- ▶ 2/3 are a Top-10 evicting large or mid-size city in Virginia.¹
- ▶ 47% of the population on average is rent burdened.²
- ▶ 44% of the population is ALICE (5% higher than state average).³

In 2018, roughly one out of every five contacts 211 Virginia handled revealed a housing need. By 2025, that ratio had increased to nearly half of all contacts. To meet that surge in demand, 211 Virginia made more than 700,000 housing referrals for services between 2018 and 2025.

However, a closer look at yearly referral trends reveals signs of a growing crisis before the pandemic and a greater number of Virginians on the brink in the years since.

A Brewing Crisis

Even before the COVID-19 pandemic, a 62 percent spike in referrals for housing expense assistance between 2018 and 2019 signaled an already-brewing crisis.

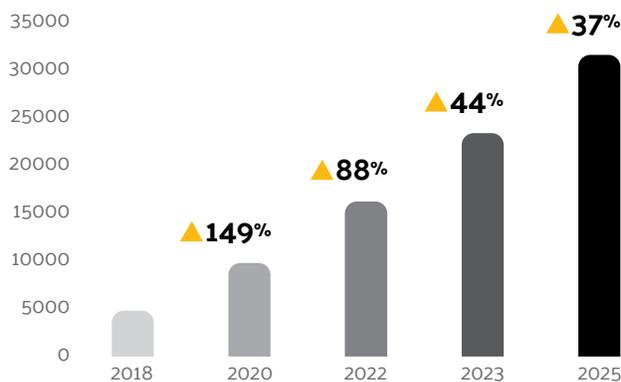
Through 2020 and 2021, the Virginia Rent Relief Program helped drive housing expense referrals even higher, with 24,000 referrals made to that program alone. However, as pandemic relief programs expired, housing expense referrals in 2022 hit 53,000, their highest point in history.

Today, housing expense referrals are still being provided at record highs, but they make up a much lower share of overall housing referrals made. In 2020, 50 percent of all housing referrals were for expense assistance. In 2025, that number fell to 38 percent, while sharp increases in homelessness prevention and assistance referrals make up the difference.

More Virginians On the Brink

Homelessness prevention services are designed to serve individuals and families who are three days or fewer from facing eviction, and while programs like the Virginia Rent Relief Program in 2020 and 2021 may have staved off eviction for many, referrals for homelessness prevention services have increased sharply post-pandemic.

Homelessness Prevention Referrals



Note: Referrals dipped slightly in 2021 and 2024. However, current numbers place homelessness prevention referrals at their highest point in history.

- ▶ Today, more than 1 out of every 5 housing referrals 211 Virginia makes is for individuals and families three days or fewer from eviction.



Understanding the Needs of Virginians

Examining the Housing Crisis (cont'd)



More Virginians Past the Brink

Homelessness assistance referrals serve those already unhoused or faced with the prospect of needing a place to go. Here, too, a growing trend emerges, as well as an indication that COVID-era relief may have momentarily kept the challenge from worsening but was unable to stave off long-term risk.

In addition to a 52 percent increase in homelessness assistance referrals during the pandemic, a significant 82 percent increase post-pandemic has driven referrals to more than twice as high as they were in 2019.

More Virginians Searching for Options

Referrals for other housing services have surged post-pandemic as well. In 2020, 211 Virginia made fewer than 9,000 combined referrals for general housing search information and public housing options. By 2025, that number had climbed to nearly 28,000 – an overall increase of 212 percent, with the highest year-over-year increase occurring in 2022.

As growing numbers of Virginians scrape by, face eviction, or lose their housing, these referral areas demonstrate Virginians’ resolve to find safe and stable housing, as well as 211 Virginia’s ability to direct them to their best options during those key moments in time.

Localities with Top Eviction Rates

LARGE CITIES

- | | |
|-------------------|---------------------|
| Richmond (#1) | Norfolk (#4) |
| Hampton (#2) | Chesapeake (#5) |
| Newport News (#3) | Virginia Beach (#6) |

MID-SIZE CITIES

- | | |
|-----------------|--------------|
| Petersburg (#1) | Suffolk (#4) |
| Portsmouth (#3) | Roanoke (#6) |

▶ In 2023, 211 Virginia handled 53,000+ contacts from these localities alone.

Reflecting the Need for Hunger Relief

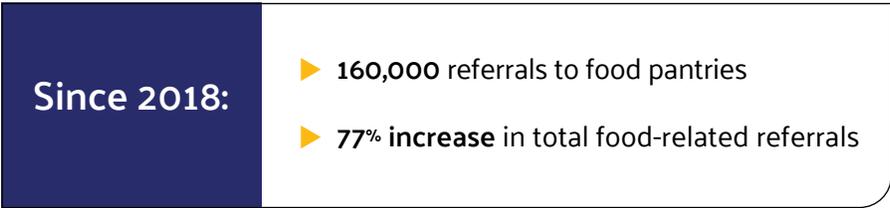
As 211 Virginia’s overall contact volume and referral data suggests, more and more Virginians are reaching out in search of ways to meet their basic expenses – housing and utilities.

In the face of those pressures, individuals and families often sacrifice their food budgets. In fact:

- ▶ 42% of lower income families in Virginia admit to having to choose between paying the rent or mortgage and buying food.
- ▶ 48% of lower income families in Virginia admit to having to choose between paying a utility bill and buying enough nutritious foods for their household.⁴

The Vital Connection

When faced with these difficult decisions, 211 Virginia has provided a vital link between Virginians and the hunger relief network. Roughly eight out of 10 food referrals typically go to pantries, demonstrating 211 Virginia’s key role in linking Virginians with hundreds of local places to go for immediate needs when resources to supplement grocery budgets may be unavailable.



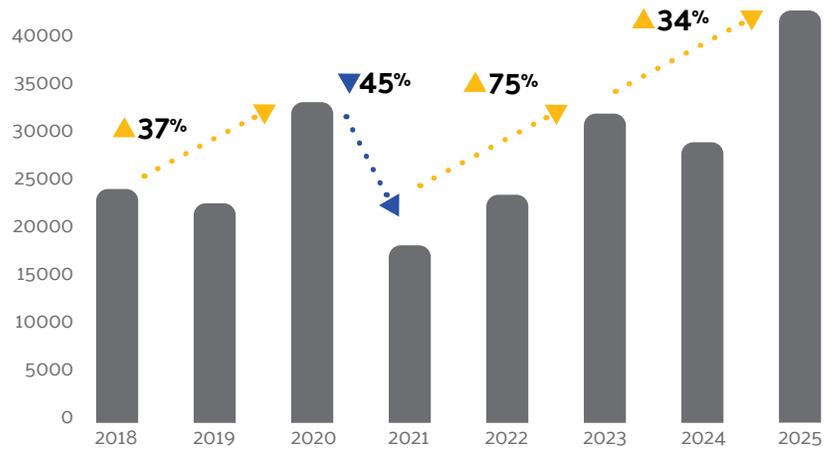
Pre-COVID Warning Signs

Similar to housing trends, signs of crisis were on the horizon before the pandemic. In fact, though the number of total food referrals remained steady in 2018 and 2019 at roughly 21,000:

- ▶ Referrals for food pantries increased by 65% in 2019.
- ▶ Referrals for Supplemental Nutrition Assistance Program (SNAP) benefits jumped 79% in 2019.

When the onset of the pandemic sent hundreds of thousands of Virginians statewide looking for hunger relief resources, 211 Virginia met that need with a 40 percent increase in food referrals – the highest year on record at that point in time.

Food Assistance Referrals



- ▶ Today, 11% of all 211 Virginia referrals go toward food assistance.

An Ebb in Need and a Bounce-back Surge

211 Virginia's dip in food referrals in 2021 aligns with a nationwide decline in food insecurity rates thanks to SNAP emergency allotments, program waivers, expanded eligibility, Pandemic EBT, and the Child Tax Credit, as well as a surge in philanthropic support that helped food banks increase purchasing power and spread public awareness.⁵

From 2022 onward, however, the unwinding of these key supports, coupled with the continuing stress of inflation on food prices, conspired to raise food insecurity rates again – to the point that the average food insecurity rate across 211 Virginia's Top 15 localities by contact volume stands at nearly 13 percent.⁶

Once again, 211 Virginia food referrals increased, in turn. Today, food referrals comprise nearly the same percentage of all 211 Virginia referrals as they did at the height of the pandemic.

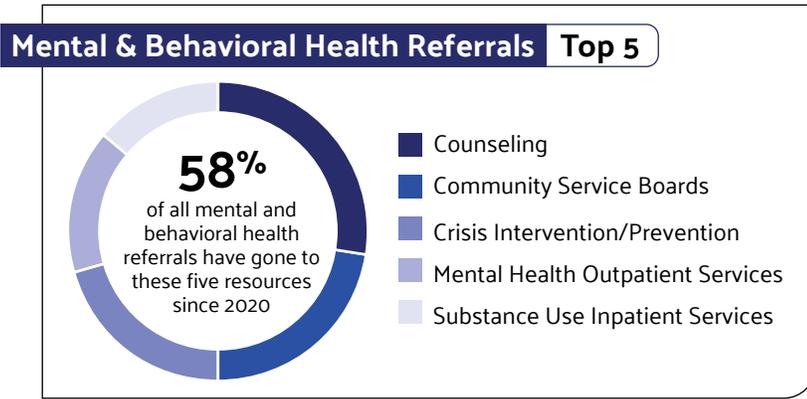


Understanding the Needs of Virginians

Identifying Underlying Mental Health and Substance Use Challenges

While causality between economic strain and rates of mental illness and substance use disorder can be debated ad nauseam, the correlation between the two cannot be denied. In fact, among adults under 100 percent of the poverty level, the rate of any mental illness was 29 percent in 2024, and the rate of substance use disorder among the same population was 22 percent – both greater than adults in higher income brackets.⁷

As demonstrated, those who connect with 211 Virginia are most often doing so from the standpoint of making ends meet – covering the costs associated with housing, utilities, and food. However, as trained and compassionate listeners and navigators, 211 Virginia is also there to detect signs of distress and screen for interest in mental and behavioral health services without prying or casting judgment.



A Steady Presence

Historically, 211 Virginia’s referrals for mental health services have typically placed outside of the top five and often behind categories like “health care services,” “individual, family, and community support,” and “clothing, personal, and household needs.”

Again, these rankings demonstrate 211 Virginia’s role as an essential connector for the necessities. That

said, recent referral trends also show how 211 Virginia is increasingly being called upon to help individuals and families overcome substance use disorder and manage mental health challenges.

Since 2020, the majority of 211 Virginia referrals have gone toward counseling services, Community Services Boards, crisis prevention, mental health outpatient services, and substance use inpatient services.





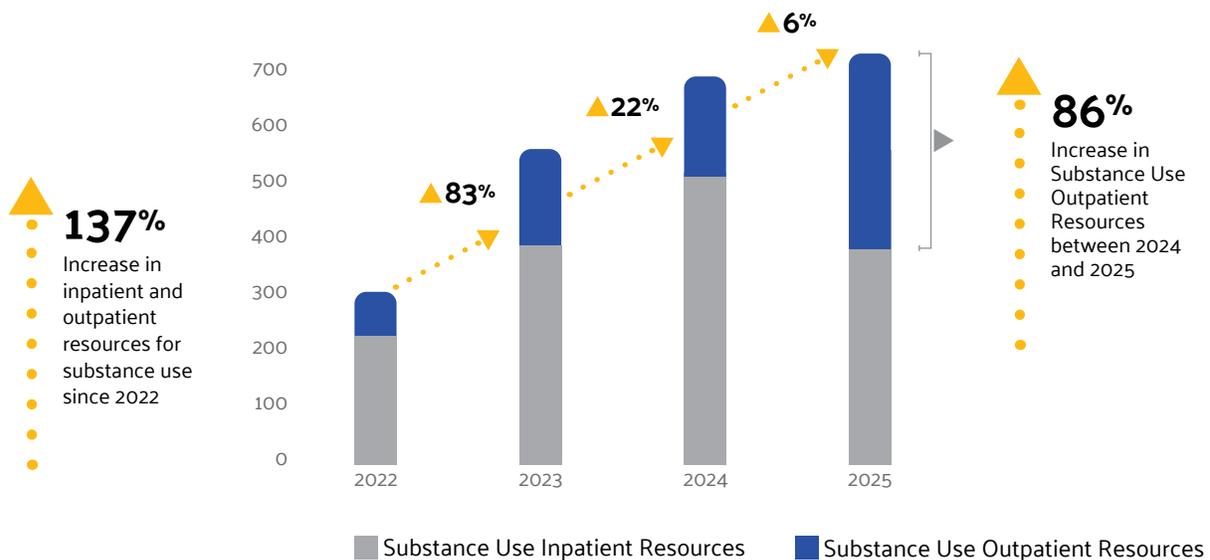
A Growing Role

The challenge of substance use disorder is where 211 Virginia's presence has grown most precipitously since 2020 – and where its presence is poised to continue growing thanks to increased partnership statewide.

Since 2022, referrals for substance use services (including both inpatient and outpatient) increased by 137 percent, with the most significant increase occurring between 2022 and 2023.

Overall, referral trends indicate that most contacts requesting referrals have been in search of inpatient treatment. However, an 86 percent increase in outpatient referrals in 2025 may suggest a growing availability of these service options, as 211 Virginia's database grows to account for a greater variety of resources and providers through the Virginia Opioid Reduction Registry (see page 15 to learn more).

Substance Use Assistance Referrals



Other notable increases between 2024 and 2025 included:

- ▶ **Crisis intervention prevention:** 75% increase year over year, displacing counseling services as the number one referred resource for the first time.
- ▶ **Warmlines:** 51% increase year over year.

ANSWERING THE CALL FOR

Emergency Response

How 211 Virginia's infrastructure provides essential support for preparation, response, and recovery

Since 2014, 211 Virginia has been activated or "on alert" for disasters and emergency situations 38 times. In each of those instances, 211 Virginia initiates a series of processes and protocols to ensure the safety of Virginians, as well as maximize the impact of key relief organizations and personnel through up-to-date information dissemination and referrals.

COVID-19: Undeterred By the Unprecedented

Beyond connecting Virginians to food pantries, financial assistance, and mental health resources during the pandemic, other key contributions made by 211 Virginia included:

- ▶ Provided ongoing contact center support for the Virginia Department of Health's public health inquiry line, ASK-VDH3, while also experiencing dramatic spikes in everyday calls to 211.
- ▶ Ensured contacts were up-to-date on the latest safety guidance and provided more than 10,000 referrals for local health departments, as well as testing and vaccination sites.
- ▶ Linked thousands of families to the Virginia Rent Relief Program in partnership with the Virginia Department of Housing and Community Development.
- ▶ Connected more than 500 individual business owners to the RebuildVA Program in partnership with the Virginia Department of Small Business and Supplier Diversity.

From March 2020 through June 30, 2022, 211 Virginia handled 55,560 contacts from inquirers with one or more COVID-related referrals.



Other Key Moments in Response

Hurricane Sandy

- ▶ 211 Virginia serves as VDEM's public inquiry number for all Virginians.
- ▶ ~300 referrals

Hurricane Matthew

- ▶ Contacts from 31 different Virginia municipalities
- ▶ ~750 referrals

Hurricane Florence

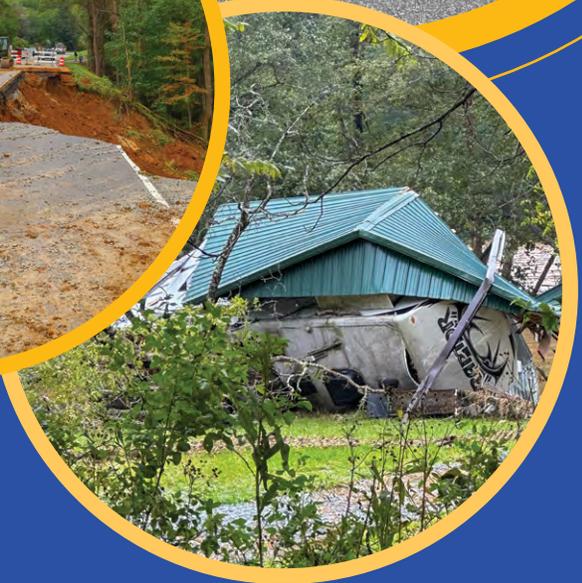
- ▶ 3,800+ contacts
- ▶ 3,600+ referrals

Hurricane Helene

Growing Capabilities in Long-term Support and Recovery

When disaster struck Southwest Virginia in September of 2024, and recovery stretched far into the fall, winter, and the following spring, 211 Virginia filled a critical gap for individuals and families devastated by the flooding.

As the Virginia Department of Emergency Management continued recovery efforts, it tapped 211 Virginia to jumpstart active disaster case management with thousands of individuals from over 18 localities in FEMA-eligible regions impacted by Hurricane Helene.



BY THE NUMBERS

Immediate Response:

September – December 2024

- ▶ 400+ contacts
- ▶ 7,000+ impressions on web and social outreach
- ▶ 870+ referrals from 69 cities and counties

Long-term Disaster Case Management (DCM):

March – June 2025

- ▶ ~17,000 texts to affected individuals about DCM Program
- ▶ 1,100+ basic intakes conducted
- ▶ 1,400+ referrals
 - ▶ 740+ for disaster-specific resources
 - ▶ 735+ for general resources

ANSWERING THE CALL FOR



Evolving Approaches

Making good on the promise of easier connection

When Virginians reach out, speaking to a person is still the most widely preferred option, even as 211 Virginia looks to system-wide enhancements to strengthen all avenues of connection.

On their Time, On their Terms

Though 80 percent of Virginians who connect with 211 Virginia do so by phone, additional chat and text capabilities have gained traction as they've come on board, paving new inroads with younger populations, those who may be hard of hearing, and those who may only have access to publicly available computers to seek assistance.

Continued Modernization and Enhanced Coordination

Through ongoing system upgrades, 211 Virginia continues to strengthen how data, referrals, and key information gets shared across different partner-supported applications, so there can truly be “no wrong door” for accessing support.

Enhanced by platforms like VisionLink and compatible with leading electronic medical record-keeping tools, 211 Virginia and its partners continue to onboard systems-level advancements that make referral tracking, closed-loop communication, integrated care coordination, and data sharing more possible.



BY THE NUMBERS

In 2020, as Virginians self-sourced information in an ever-shifting COVID news cycle:

- ▶ Chat inquiries increased 90%
- ▶ Email inquiries increased 57%

In the first full year of texting rollout:

- ▶ Text traffic increased by 34%
- ▶ Age-disclosing individuals 22-54 also rose from 35.5% to 42%

Supporting Substance Use Response

Through statewide partnerships with the Virginia Opioid Abatement Authority, Virginia Department of Health, Virginia Department of Behavioral Health and Developmental Services, and Virginia Department of Social Services, 211 Virginia stands at the center of making the network of substance use recovery providers and services more accessible.

Since 2024, 211 Virginia has led the effort to build the Virginia Opioid Reduction Registry, which will continue to serve as the hub for a more integrated, multi-partnered approach to helping individuals and their families at any stage of their recovery journey.

Access Beyond English

- ▶ Historically, 17% of 211 Virginia Community Resource Specialists and Community Engagement Specialists have been bilingual in Spanish, and 211 Virginia offers translation services in over 200 languages.
- ▶ In 2020, Spanish-speaking contacts to 211 Virginia more than tripled and have averaged between 4,500 and 5,000 per year since.

“The recovery ecosystem is not an easy one to navigate. It became clear immediately that 211 Virginia could curate a database devoted to this challenge, recognize need when people in recovery or their loved ones call, and be prepared to guide individuals into that network of care.”

Tony McDowell
Executive Director, Virginia
Opioid Abatement Authority

LOOKING TO THE FUTURE

The steady and growing support 211 Virginia has provided for Virginians across the Commonwealth, as illustrated in this report, is the product of many factors: the passion and determination of the 211 Virginia team and its partners, as well as continued budget appropriations from the state to ensure this resource remains available.

In looking to the future, 211 Virginia embraces the continued trust placed in this vital resource and remains committed to:

- ▶ Optimizing 211 Virginia’s resource directory by providing intentional outreach and guidance for service providers;
- ▶ Increasing the number of funded partnerships like the Opioid Reduction Registry outlined above;
- ▶ Expanding contact center capacity and expertise; and
- ▶ Building greater public awareness of 211 Virginia throughout the Commonwealth.



Continued Partnership

Acknowledgments

For 20 years, access to 211 Virginia has been supported by a dedicated coalition of public and private players across the Commonwealth. 211 Virginia is proud to partner with and support its sister state agencies, its nonprofit and private sector partners, and its statewide network of “Anchor Agencies.”

These partnerships are critical to keeping 211 Virginia’s directory current and comprehensive, and their ability to spread the word ensures 211 Virginia can continue to serve more individuals and families in communities across Virginia.

211 Virginia’s Sole Service Contractor

From the start, 211 Virginia has been managed and operated daily by the Council of Community Services (CCS), a Roanoke Valley-based community nonprofit established in 1960.

Since its founding, CCS has embodied the vision that guided the adoption of 211 Virginia. As the only Inform-USA accredited information and referral system provider in the Commonwealth, their approach is continuously rooted in resource navigation best practices.

The achievements and advancements highlighted in this report are a testament to the passion, expertise, and agility they bring to 211 Virginia 24 hours a day, 365 days a year.



COUNCIL OF
COMMUNITY SERVICES

How To Partner with 211 Virginia



Help Strengthen the Database

To learn more about how to add your agency’s information and services, as well as guidance on keeping your listings up-to-date, visit:

211virginia.org/agency-resources/update-add-agency-portal/.



Spread the Word

For multimedia promotional materials you can use to build awareness and familiarity within your communities, visit:

211virginia.org/agency-resources/marketing-materials/.



Connect with the Team

To learn more about how 211 Virginia can inform and support your work, visit:

211virginia.org/agency-resources/regional-support/.

The 211 Virginia Network

State Agency Partners

Virginia Department of Social Services
Virginia Department of Aging and
Rehabilitative Services
Virginia Department of Behavioral Health
and Developmental Services
Virginia Department of
Emergency Management
Virginia Department of Health
Virginia Opioid Abatement Authority

Nonprofit and Private Sector Partners

United Way Worldwide
Dominion Energy
Inform USA
Virginia Hospital and Healthcare Association
Volunteer Organizations Active in Disaster

211 Virginia Anchor Agencies

EAST CENTRAL VIRGINIA

CAPUP: Capital Area Partnership
Uplifting People
Commonwealth Catholic Charities
Feed More
Goodwill of Central and Coastal Virginia
Hanover County Department of
Social Services
The Salvation Army of Central Virginia
The Span Center
St. Joseph's Villa
STEPS, Inc.
Tri-County Community Action Agency
United Way of Greater Richmond
and Petersburg

NORTHERN VIRGINIA

ALIVE!
Catholic Charities of the Diocese of Arlington
Fairfax County Department of Family Services
Fredericksburg Social Services
Loudoun County Department of
Family Services
Northern Virginia Family Services
Prince William County Government
S.E.R.V.E.
The Salvation Army of Loudoun County

NORTHWEST VIRGINIA

Congregational Community Action
Project, Inc. (CCAP)
Harrisonburg Redevelopment &
Housing Authority
The Haven
JABA - Jefferson Area Board for Aging
Monticello Area Community Action Agency
(MACAA)
Rappahannock-Rapidan Regional
Commission
Rockbridge Area Relief Association (RARA)
Salvation Army of Harrisonburg, The
Thomas Jefferson Planning District
Commission
United Way of Central Shenandoah
Valley, Inc.
United Way of Greater Charlottesville
United Way of Northern Shenandoah
Valley, Inc.
Valley Community Services Board

SOUTHEAST VIRGINIA

Bay Aging, Inc.
Hampton Roads Community Action Program
Hampton-Newport News Community
Services Board
Newport News Department of Human
Services
Peninsula Agency on Aging, Inc.
Portsmouth Department of Social Services
United Way of South Hampton Roads
United Way of the Virginia Peninsula

SOUTHWEST VIRGINIA

Appalachian Community Action and
Development Agency
Clinch Valley Community Action, Inc.
Open Door Community
People Incorporated of Virginia
Rescue Mission of Roanoke
Roanoke City Department of Social Services
Southeast Rural Community Assistance
Project, Inc.
Total Action for Progress (TAP)
United Way of Bristol TN/VA
United Way of Virginia's Blue Ridge
United Way of Southwest Virginia

WEST CENTRAL VIRGINIA

Central Virginia Alliance for Community Living
Dan River Nonprofit Network
Interfaith Outreach Association
Lynchburg Community Action Group Inc.
Southern Area Agency on Aging
STEP, Inc
United Way of Central Virginia

REFERENCES

- ¹ "Top Evicting Large Cities and Mid-Size Cities in the United States," Eviction Lab, Princeton University
- ² "Housing Cost Burden Map – HUD, Comprehensive Housing Affordability Strategy, 2012-2021 5-year estimates," HousingForward Virginia
- ³ "The State of ALICE in Virginia," United Way of Northern New Jersey
- ⁴ "2025 Virginia Hunger Survey," No Kid Hungry
- ⁵ "Map the Meal Gap," Feeding America
- ⁶ "National Survey on Drug Use and Health," Substance Abuse and Mental Health Services Administration (SAMHSA)

211

Virginia

24 | 7

365

DAYS A YEAR



DIAL 211 or
800-230-6977
for out-of-state, call the 800#



TEXT "CONNECT"
to 247211
message and data rates may apply



SEARCH
211virginia.org



CHAT LIVE
211virginia.org

FREE ▶ CONFIDENTIAL ▶ AVAILABLE IN 200+ LANGUAGES