

211 Virginia Data Snapshot

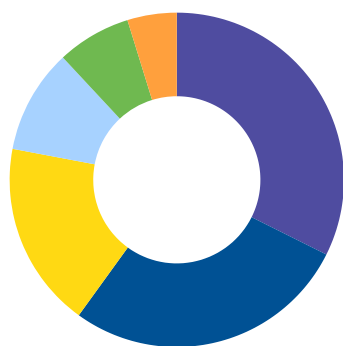
| 2025 |

Mental Health and Substance Use

2k+ Individuals Served
3% of all clients

4.8k+ Referrals Given
1.5% of all referrals

Clients by Region



- East Central - 32%
- Southeast - 28%
- Northern - 18%
- Southwest - 10%
- Northwest - 7%
- West Central - 5%

The share of clients from the East Central region seeking mental health or recovery resources was nearly **6 percentage points** higher than the average share.

Emphasis on Basic Needs

Fewer than 3% of 211 Virginia clients contacted 211 Virginia for assistance with mental health and/or SUD services specifically.

Instead, the majority of clients requested support with basic needs such as housing, utilities, and food.

Ample Resources

211 Virginia was able to provide at least one referral to a mental health or SUD service 98% of the time a need was stated.

This makes Mental Health and Substance Use the need category with the highest referral success rate of 2025, tied with Food/Meals.

Outreach Opportunity

These findings point to a need for enhanced community outreach to make individuals aware of the resources available to them.

Analysis suggests that outreach may be especially useful in the East Central region and among individuals with disabilities.

211

Virginia

211 Virginia is a free, confidential, and accessible service that connects people with information on available community services throughout the Commonwealth. 211 Virginia is a contracted service of the Commonwealth of Virginia, administered by the Virginia Department of Social Services, provided in partnership with the Council of Community Services. For more information, visit 211virginia.org.