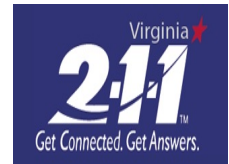




2-1-1 Virginia

Aug 26, 2024 to Aug 25, 2025
TOTAL CALLS **103,938**
TOTAL REQUESTS **163,719**



FOR COUNTIES: Clarke, VA, Frederick, VA, Page, VA, Shenandoah, VA, Warren, VA, Winchester City, VA

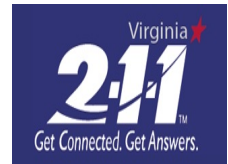
Top Request Categories

Housing & Shelter	50.9%
Food	5.3%
Utilities	21.1%
Healthcare & COVID-19	3.9%
Mental Health & Addictions	3.1%
Employment & Income	2.6%
Clothing & Household	1.4%
Child Care & Parenting	<1%
Government & Legal	1.8%
Transportation Assistance	2.5%
Education	<1%
Disaster	<1%
Other	6.4%
Total for top requests	100%



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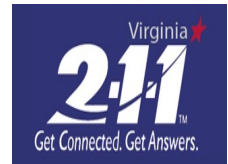
Housing & Shelter 50.9%

Shelters	20.6%
Low-cost housing	12.6%
Home repair/ maintenance	3.4%
Rent assistance	53.3%
Mortgage assistance	2.1%
Landlord/ tenant issues	<1%
Contacts	7.8%
Other housing & shelter	<1%



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Food 5.3%

Help buying food	22.1%
Food pantries	64.7%
Soup kitchens & Meals to-go	8.1%
Feeding children	0%
Home-delivered meals	5.1%
Holiday meals	0%
Contacts	0%
Other food	0%



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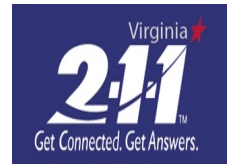
Utilities **21.1%**

Electric	78.5%
Gas	4.2%
Heating fuel	3.3%
Phone/internet	1.3%
Contacts	0%
Other utilities	0%



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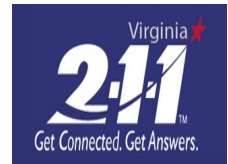
Healthcare & COVID-19 **3.9%**

Health insurance	20.0%
Medical expense assistance	16.0%
Medical providers	6.0%
Dental & eye care	13.0%
Prescription medications	11.0%
Nursing homes & adult care	11.0%
Death related	2.0%
Public health & safety	0%
COVID testing	0%
COVID vaccination	0%
All other COVID	1.0%
Other health services	14.0%
Contacts	5.0%
Other healthcare	1.0%



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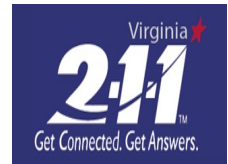
Mental Health & Addictions **3.1%**

Substance abuse & addictions	38.3%
Marriage & family	0%
Crisis intervention & suicide	14.8%
Mental health services	42.0%
Mental health facilities	4.9%
Other mental health & addictions	0%



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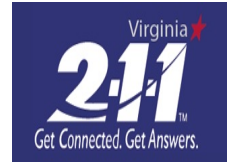
Employment & Income 2.6%

Job search	22.1%
Job development	0%
Unemployment benefits	0%
Tax preparation	7.4%
Financial assistance	60.3%
Money management	4.4%
Contacts	4.4%
Other employment & income	1.5%



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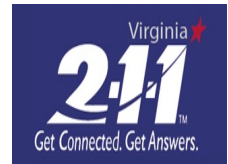
Clothing & Household | 1.4%

Clothing	57.1%
Personal hygiene products	5.7%
Appliances	8.6%
Home furnishings	5.7%
Thrift shops	2.9%
Seasonal/ holiday	20.0%
Contacts	0%
Other clothing & household	0%



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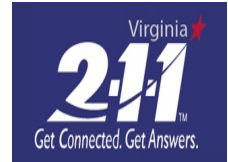
Child Care & Parenting | <1%

Child care	30.4%
Parenting	0%
Family support services	69.6%
Other child care & parenting	0%



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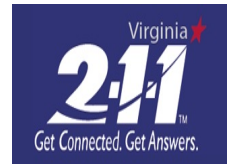
Government & Legal 1.8%

Legal assistance	65.2%
Child & family law	10.9%
Immigration assistance	2.2%
Government	10.9%
Contacts	6.5%
Other government & legal	4.3%



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Transportation Assistance 2.5%

Medical transportation	0%
Public transportation	40.6%
Automobile assistance	10.9%
Ride share services	0%
Bike programs	0%
Contacts	0%
Other transportation assistance	48.4%



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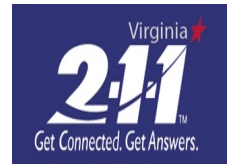
Education <1%

Early childhood education	0%
Adult education	0%
Literacy	0%
ESL/ citizenship	0%
Tutoring	0%
School supplies	0%
Scholarships & aid	0%
Other education providers	100.0%
Contacts	0%
Other education	0%



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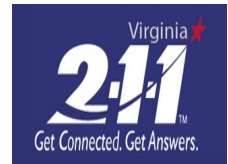
Disaster | <1%

Food/ water	0%
Housing/ shelter	0%
Transportation/ fuel	0%
Health/ safety	0%
Financial assistance	0%
Disaster relief services	66.7%
Contacts	33.3%
Other disaster	0%



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Other 6.4%

Agency & other contact information	2.4%
Community development & enrichment	2.4%
Volunteering & donations	7.3%
Support & advocacy	3.6%
Complaints	<1%
Special population services	41.2%
Special populations	1.8%
All other requests	40.6%

