

The logo features the number '2.1.1' in white, bold, sans-serif font, centered within a dark blue speech bubble shape. The speech bubble has a tail pointing towards the bottom right. The background of the entire page is white with several large, abstract, rounded shapes in shades of blue, orange, and red scattered around.

2.1.1

Virginia

2022-2023

**HOUSING NEEDS AND
ASSISTANCE REPORT**

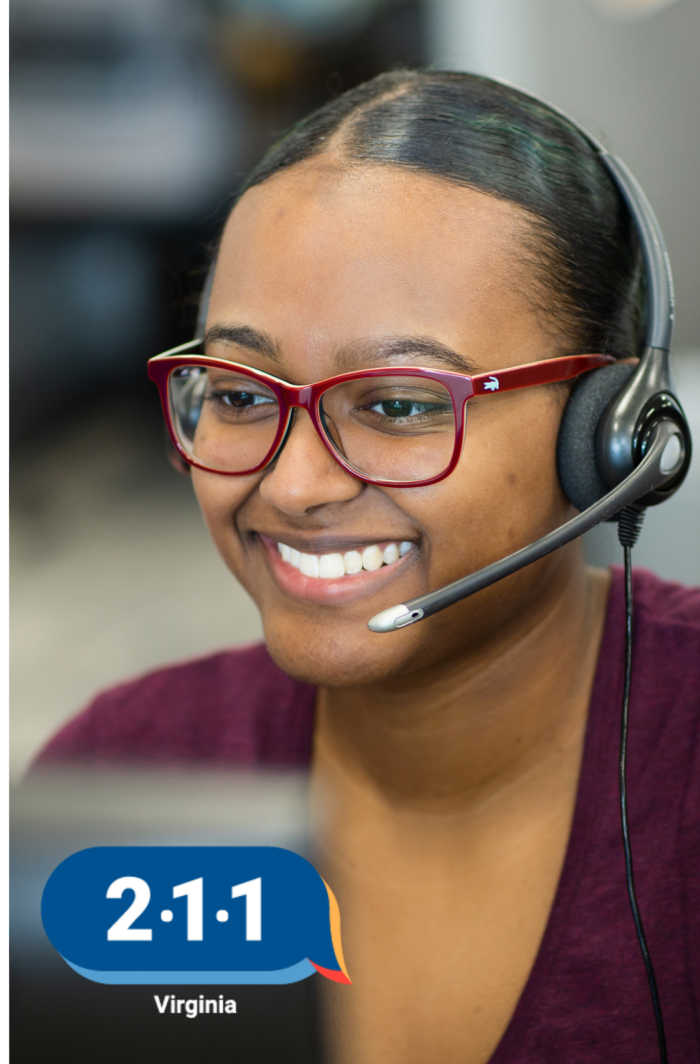
WHO WE ARE

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

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



WAYS TO CONNECT

CODE OF VIRGINIA (§§ 63.2-222)

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

- Collect and maintain accurate and complete resource data statewide
- Link citizens needing human services with appropriate community resources
- Assist in planning for human services delivery at the local, regional, and state levels
- Provide information to assist decision-makers in allocating financial resources and other resources to respond to state and local human service priorities



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

HOUSING IN VIRGINIA



VIRGINIA IN CRISIS

Prior to COVID-19, Virginia was already in a housing crisis. Based on eviction rate, Virginia hosted five of top 10 evicting large cities in the United States in 2016, according to Eviction Lab*.

1

2

COVID-19

During the pandemic, many Virginians were with limited or no income. Eviction moratoriums kept families housed, but back rent amounts grew as inflation raised the cost of basic needs.



3

HOUSING ASSISTANCE

New programs, such as the Rent Relief Program, were created to assist low income households struggling to pay rent to reduce or payoff balances held with landlords.



RENT CONTROL LAWS

5



4

Without rent stabilization or rent control laws in Virginia, many landlords who were assisted by COVID programs chose to raise rent and/or not renew leases even after being paid. RVA* states, in the first quarter of 2023, "51.7% of Virginia renters have had their rents increase over the last 12 months".

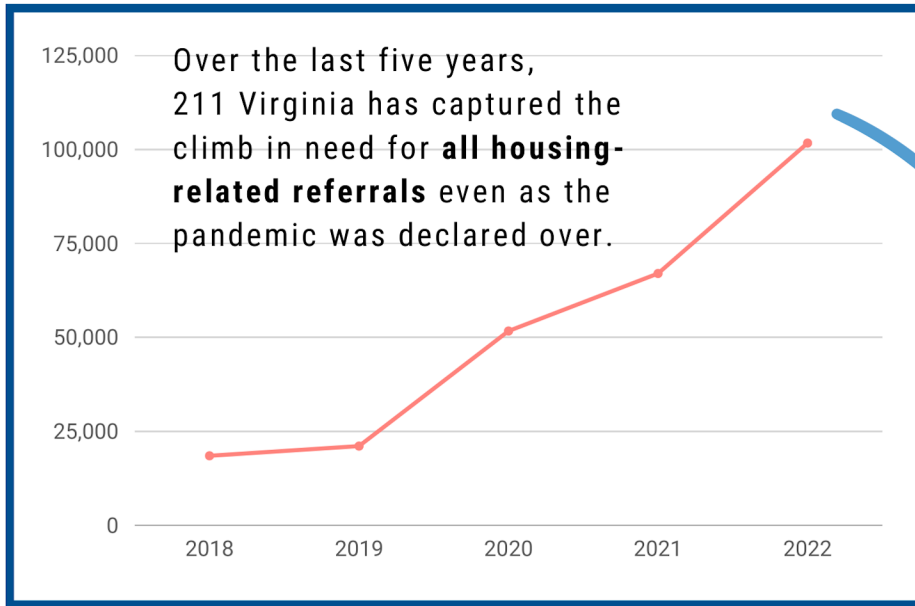


FAMILIES LEFT BEHIND

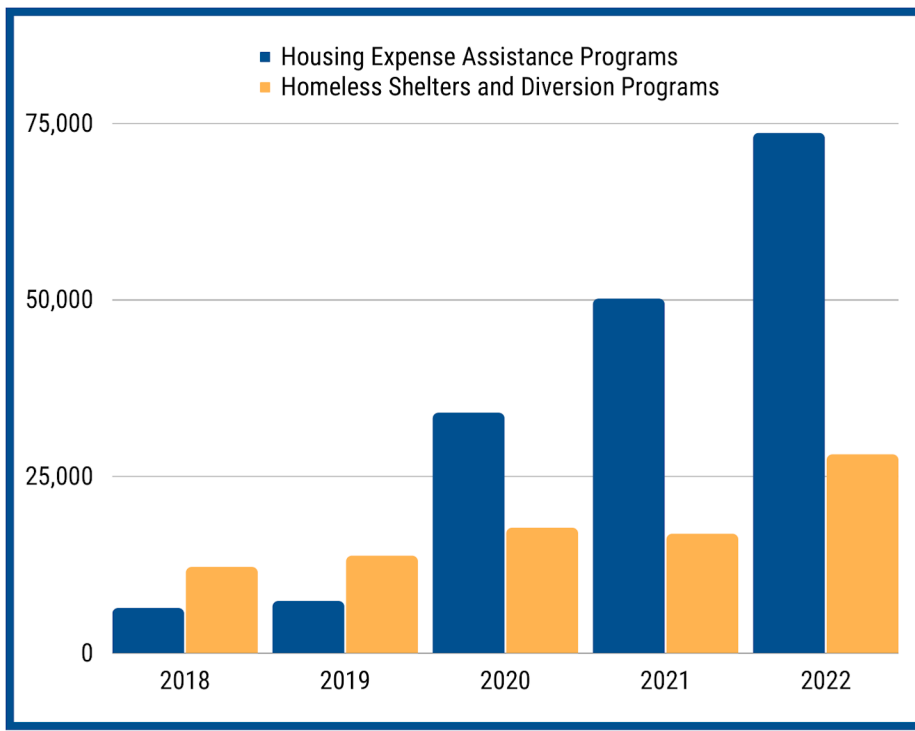
As moratoriums were lifted, 211 Virginia saw housing assistance needs swell as individuals struggled to pay higher rents and previously housed families faced homelessness while RVA* reports the median percentage of tenant legal representation was only 0.07% in quarter one of 2023.

HOUSING OVERVIEW

2022-2023



Separating assistance types reveals Housing Expense Assistance Programs, such as rental assistance, not only surpassed Homeless Shelter and Diversion Programs in terms of need but also continued to climb.



The COVID Rent Relief Program totaled just over 24,000 of the Housing Expense Assistance Program referrals between 2020 and 2021 (1/3 of 2020's referrals, but only 1/5 of the 2021 referrals).



When assistance agencies exhaust their funds, they stop collecting applications and information. 211 Virginia consistently captures data on needs every day, through every contact. The people who often fall through the cracks have the greatest opportunity for support and access to information and referrals when they contact 211 Virginia.

2022-2023 HOUSING DATA

211 Virginia answered **49,111 requests** for assistance with housing-related needs. With each request, referrals to agency programs are provided, or the unmet need is documented at the time of contact.



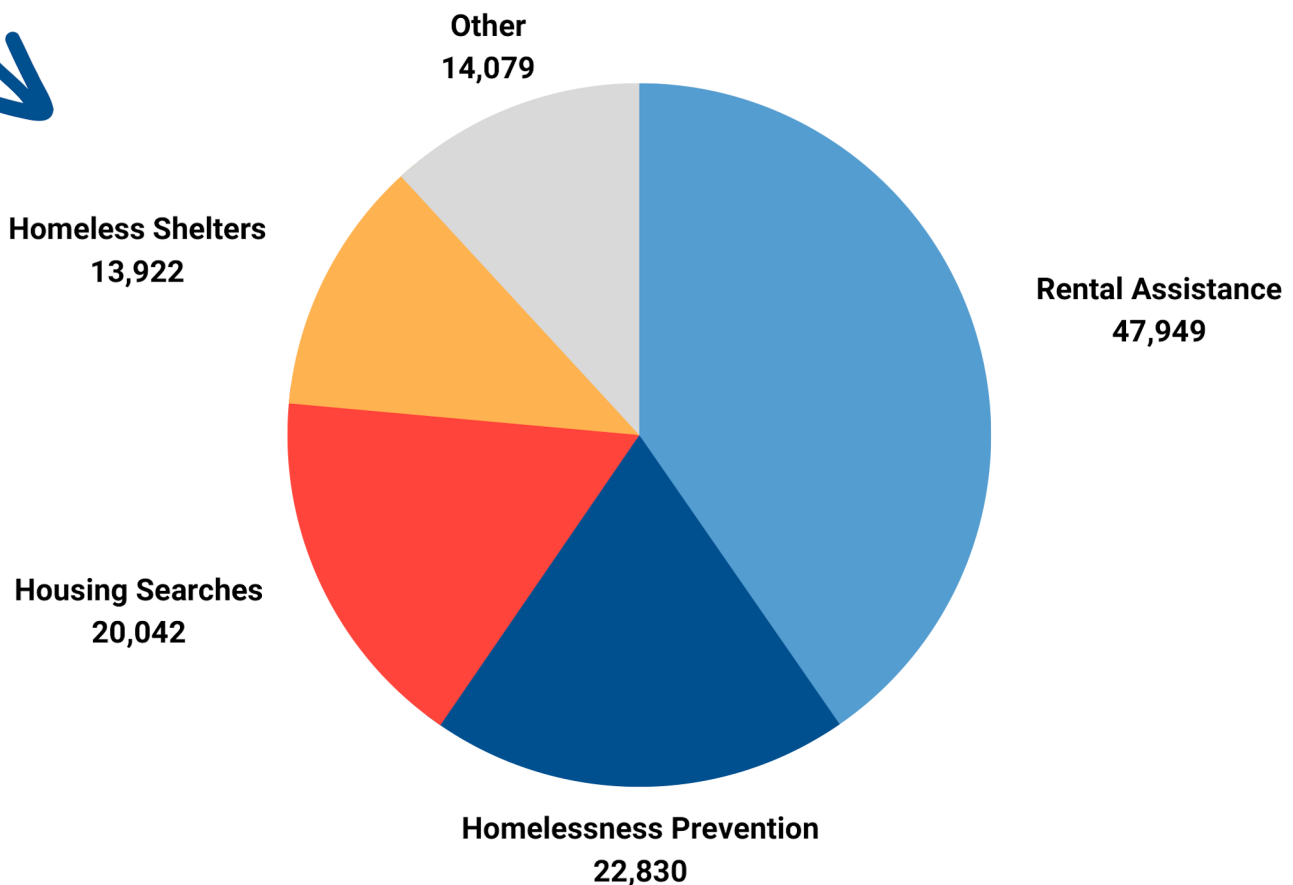
118,918

Referrals



11,179

Unmet Needs





HOUSING BY COMPARISON 2022-2023

UTILITY ASSISTANCE

51,023 HELP REQUESTS
+18% INCREASE
127,604 REFERRALS GIVEN
+10% INCREASE

1



FOOD/MEALS

7,293 HELP REQUESTS
+13% INCREASE
23,992 REFERRALS GIVEN
+20% INCREASE

3



HOUSING ASSISTANCE

2

49,111 HELP REQUESTS
+30% INCREASE
118,918 REFERRALS GIVEN
+42% INCREASE



INDIVIDUAL, FAMILY, AND COMMUNITY SUPPORT

4

12,212 HELP REQUESTS
+15% INCREASE
14,793 REFERRALS GIVEN
+7% INCREASE

Housing Assistance is the second largest need among 211 Virginia referrals. However, the percentage of change for housing referrals is the highest of all top categories.



TOP 10 REFERRALS



2022-2023
HOUSING NEEDS

REFERRAL TYPE	# OF REFERRALS	% INCREASE
RENT ASSISTANCE	47,949	+47%
HOMELESSNESS PREVENTION	22,830	+149%
HOUSING-SEARCH	12,273	+39%
HOUSING-SUBSIDIZED	7,769	+31%
SHELTER-HOMELESS	7,071	+56%
HOMELESS-INTAKE CENTRAL	6,851	+15%
HOUSING-REHAB/REPAIR	3,344	+26%
MORTGAGE ASSISTANCE	1,615	+6%
LANDLORD/TENANT LEGAL AID	1,567	+72%
SHELTER-CRISIS	1,436	+30%



In one year, every aspect of housing needs saw an increase.



Homeless Prevention assists families three days or less from eviction.



HOUSING SUMMARY

2022-2023

Virginians are in need.

The pandemic's economic repercussions exacerbated existing housing issues, leading to widespread concern about housing affordability, eviction risks, and homelessness.

Currently, Virginians not only need assistance to pay their rent but also need more and better supports to protect them. During the pandemic, landlords were required to provide information regarding the Rent Relief Program. Currently, no requirement is in place for any assistance or educational information to be shared with tenants.

As renters face eviction, assistance programs are limited and few renters utilize legal representation. After eviction, shelters fill, families struggle to regain stability, and the homeless population increases. Seeking new housing becomes an uphill battle as rising rent costs block many from securing a place in safe and livable conditions.

The data secured by 211 Virginia underscores the need for greater allocation of resources toward affordable housing, improved shelter options and capacity, increased funding for assistance programs, and the education of renters about their rights.

211 Virginia is a contracted service of the Virginia Department of Social Services. The Council of Community Services based in Roanoke, VA, is the main contractor.

For more information, please contact (804) 567-0039.

Credits // Produced by the Council of Community Services.
This report covers program activity occurring July 1, 2022 - June 30, 2023.