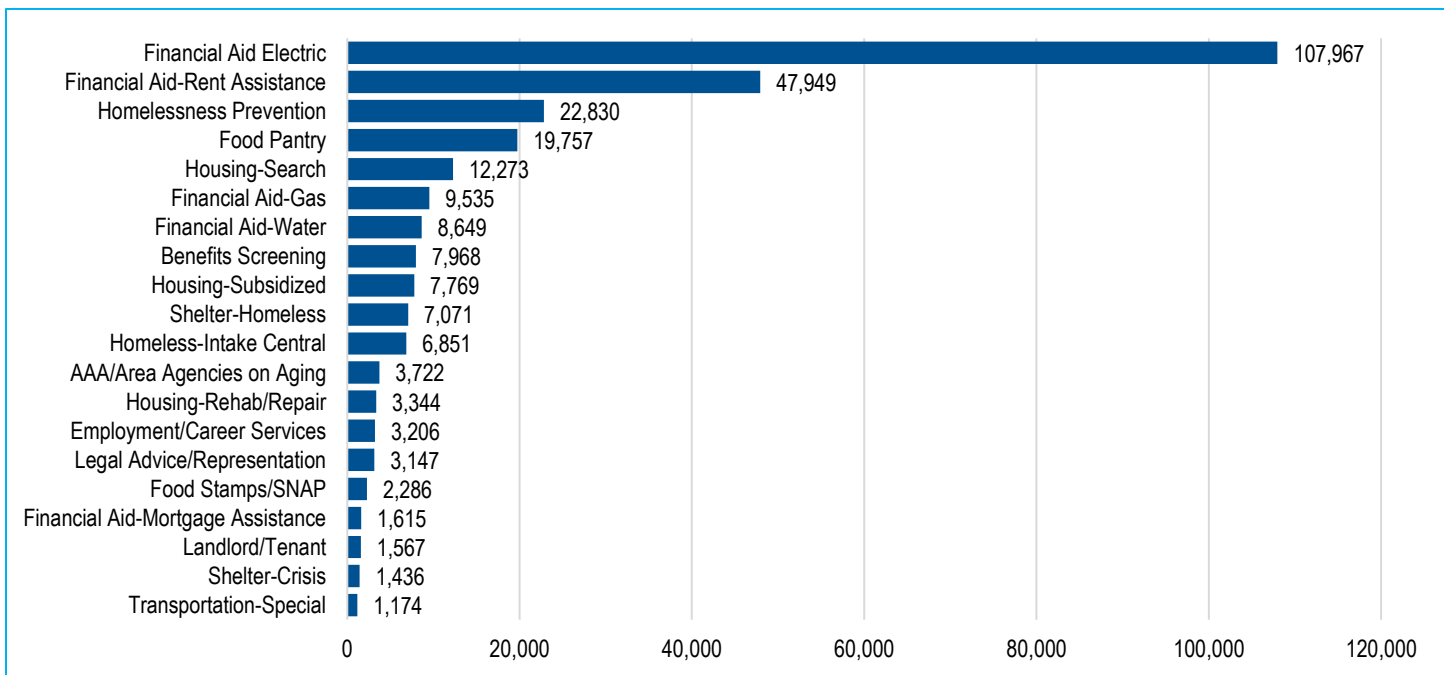




Top 20 Met and Unmet Needs 12-Month Data Report

Referrals Met at the Point of Contact July 1, 2022, through June 30, 2023				
Rank	Needs Category	Keyword	Count	Change
1	💡 Utility Assistance	Financial Aid, Electric	107,967	+11%
2	🏠 Housing	Financial Aid, Rent Assistance	47,949	+47%
3	🏠 Housing	Homelessness Prevention	22,830	+149%
4	🍴 Food/Meals	Food Pantry	19,757	+25%
5	🏠 Housing	Housing Search	12,273	+39%
6	💡 Utility Assistance	Financial Aid, Gas	9,535	+43%
7	💡 Utility Assistance	Financial Aid, Water	8,649	-18%
8	👥 Individual, Family & Community Support	Benefits Screening	7,968	-3%
9	🏠 Housing	Housing Subsidized	7,769	+31%
10	🏠 Housing	Shelter Homeless	7,071	+56%
11	🏠 Housing	Homeless Intake Central	6,851	+15%
12	👥 Individual, Family & Community Support	Area Agencies on Aging	3,722	+41%
13	🏠 Housing	Housing Rehab and Repair	3,344	+26%
14	💼 Employment	Employment Career Services	3,206	+46%
15	⚖️ Legal, Consumer, & Public Safety	Legal Advice and Representation	3,147	+9%
16	🍴 Food/Meals	Supplemental Nutrition Assistance Program	2,286	-11%
17	🏠 Housing	Financial Aid, Mortgage Assistance	1,615	+6%
18	🏠 Housing	Landlord Tenant	1,567	+72%
19	🏠 Housing	Shelter, Crisis	1,436	+30%
20	🚌 Transportation	Transportation, Special	1,174	-3%

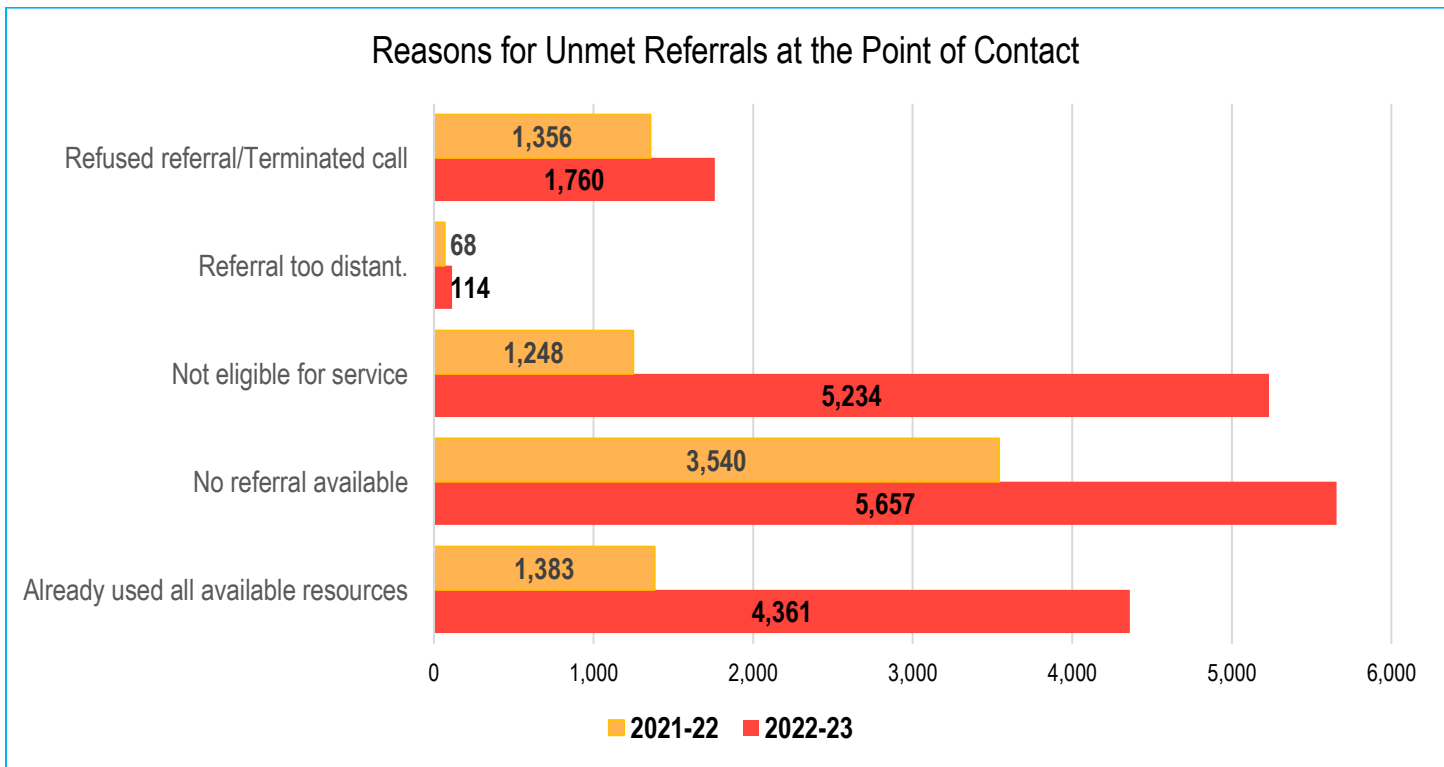
2022-23 experienced a significant housing crisis, as evidenced by the frequent appearance of housing search terms in the Top 20 – appearing nine times compared to utility assistance, which appears three times. Housing needs include financial aid for rent, mortgage, shelter, and homelessness services.





Top 20 Met and Unmet Needs 12-Month Data Report

Unmet Referrals at the Point of Contact July 1, 2022, through June 30, 2023					
Rank	Needs Category		Keyword	Count	Change
1	🏠	Housing	Financial Aid, Rent Assistance	5,191	+359%
2	💡	Utility Assistance	Financial Aid Electric	4,328	+89%
3	🏠	Housing	Homelessness Prevention	1,397	+482%
4	🏠	Housing	Financial Aid, Rent Deposit Assistance	992	+128%
5	🏠	Housing	Homeless Intake Central	789	+61%
6	💰	Income Support/Assistance	Financial Aid, Other	770	+201%
7	💡	Utility Assistance	Financial Aid, Water	670	+19%
8	🏠	Housing	Shelter, Homeless	594	+122%
9	🚌	Transportation	Financial Aid, Transportation	522	+24%
10	💡	Utility Assistance	Financial Aid, Gas	386	+92%
11	🍴	Food/Meals	Food Pantry	344	+325%
12	🏠	Housing	Housing-Search	339	+26%
13	🏠	Housing	Financial Aid, Mortgage Assistance	312	+13%
14	🏠	Housing	Homeless Services ¹	264	+8700%
15	🏠	Housing	Housing Rehab and Repair	254	+98%
16	🏠	Housing	Homeless Drop-In Center	199	+665%
17	🏠	Housing	Housing, Subsidized	195	+65%
18	🏠	Housing	Moving Assistance	179	+50%
19	🚌	Transportation	Transportation	179	+50%
20	👥	Individual, Family & Community Support	Benefits Screening	136	+36%





Top 20 Met and Unmet Needs 12-Month Data Report

Resource Coverage July 1, 2022, through June 30, 2023							
Rank		Keyword	Basic Need	Referral Success Rate	Local Listings	Statewide Coverage	Statewide Listings
1	💡	Financial Aid, Electric	Yes	96%	352	95%	2
2	🏠	Financial Aid, Rent Assistance	Yes	89%	131	87%	1
3	🏠	Homelessness Prevention	Yes	94%	133	100%	0
4	🍴	Food Pantry	Yes	98%	340	91%	1
5	🏠	Housing Search	Yes	97%	24	32%	4
6	💡	Financial Aid, Gas	Yes	96%	336	100%	3
7	💡	Financial Aid, Water	Yes	92%	112	83%	2
8	👥	Benefits Screening	No	98%	28	38%	2
9	🏠	Housing Subsidized	Yes	97%	221	79%	7
10	🏠	Shelter Homeless	Yes	92%	55	71%	0
11	🏠	Homeless Intake Central	Yes	88%	29	91%	0
12	👥	Area Agencies on Aging	No	97%	47	100%	0
13	🏠	Housing Rehab and Repair	Yes	92%	121	93%	6
14	💼	Employment Career Services	No	98%	298	100%	12
15	⚖️	Legal Advice and Representation	No	96%	207	100%	18
16	🍴	Supplemental Nutrition Assistance Program	Yes	98%	132	100%	1
17	🏠	Financial Aid, Mortgage Assistance	Yes	81%	38	42%	1
18	🏠	Landlord Tenant	No	99%	11	24%	1
19	🏠	Shelter, Crisis	Yes	91%	62	88%	1
20	🚌	Transportation, Special	Yes	92%	141	98%	7

All the Top 20 requested services have a referral success rate of over 80%, with three below 90%. The coverage rate does not directly impact the success rate of referrals. Some services with the least coverage have some of the highest success rates.

Report Notes:

1. Homeless Services is a new search term unavailable for 2021-22.
2. 211 Virginia Community Resource Specialists provide an average of three referrals per need.
3. Keywords are the search terms that Community Resource Specialists use to respond to inquirer requests. These terms are also available on the guided search at www.211virginia.org.
4. Basic Needs include food, housing, material goods, transportation, and utilities for individuals.
5. Program listings with a statewide service area are not included in the coverage count for Virginia's 133 independent cities and counties.

For more information on 211 Virginia data or to request specialized reports,
please contact Robert Morrow, Director of Data Analytics, at robertm@councilofcommunityservices.org

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