2023 IMPACT REPORT



114,609 OTAL CONNECTIONS MAD 100% STATEWIDE COVERAGE

WV 211: HELPING COMMUNITIES & PEOPLE THRIVE

25,546

**3,222** ....

80,035
Searches on Website

3,196 Chats



## 211 COUNTS

WV 211 Counts is a real-time tracker of the community-specific needs West Virginians are seeking resources for. WV 211 Counts provides searchable and visual data of community requests from 211 call centers across the state. You can search based on your zip code, county and region to see what needs and resources your community is asking for. Visit wv.211counts.org for the requests from your community.







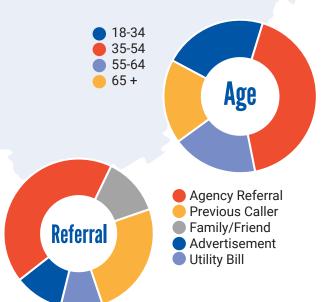


## 2.1.1 **2023 Impact Report**

## **Top Needs**

**Utility Assistance** 34% 2 **Rent/Mortgage Assistance 27**% 3 Food Insecurity 13% 4 **Individual & Family Support** 6% Clothing & Personal Needs 3% 6 Income Support & Assistance 7 Healthcare 8 Legal, Consumer, & Public Safety 9 Disaster Services 10 Transportation

## **Demographics**



WV211\_ORG