

# 2023 IMPACT REPORT



114,609

TOTAL CONNECTIONS MADE

100%

STATEWIDE COVERAGE

## WV 211: HELPING COMMUNITIES & PEOPLE THRIVE

 25,546  
CALLS

3,222   
Texts

80,035   
Searches  
on Website

 3,196  
Chats

 284,386  
Minutes of help for  
West Virginians

## 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](http://wv.211counts.org) for the requests from your community.

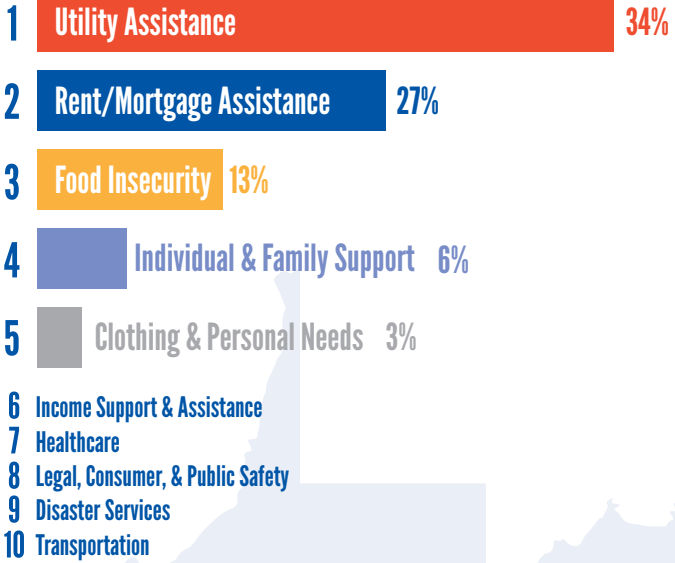


2-1-1 counts

WV211.ORG



## Top Needs



## Demographics

