

Florence 211 Traffic Overview



Total Calls
1340
17%*



Total Referrals
3504
22%*



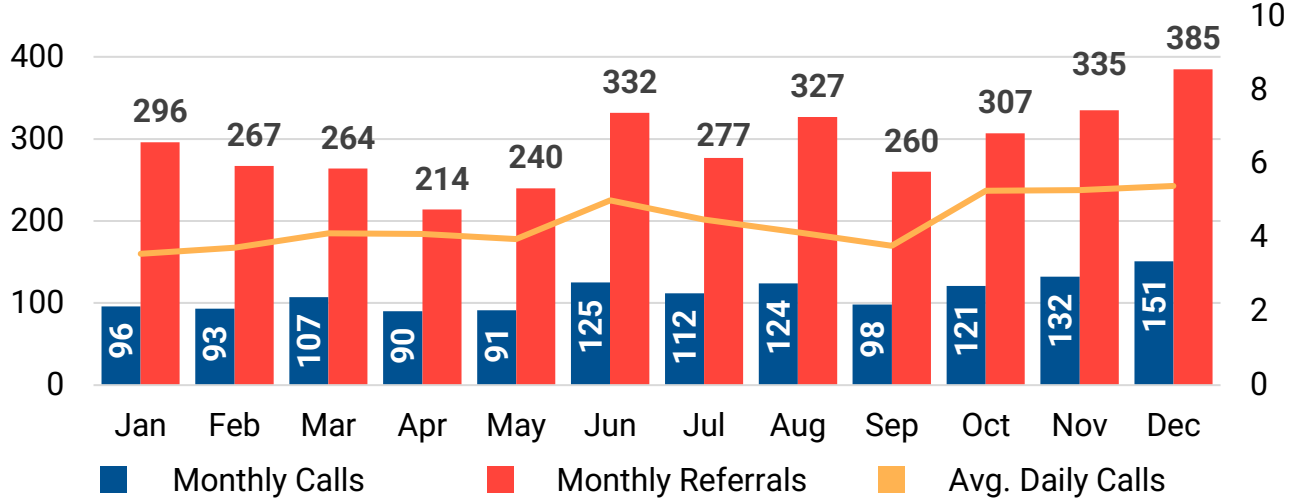
Website Visits
168,485**
+45%*

Florence 211 Activity – 2022

Monthly Calls (Blue) and Referrals (Red) +
 Average Calls per day per month (Yellow)

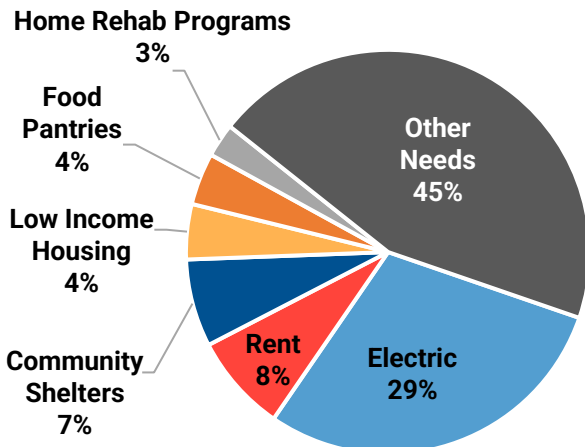
Calls & Referrals

Daily Calls



Florence Needs Breakdown

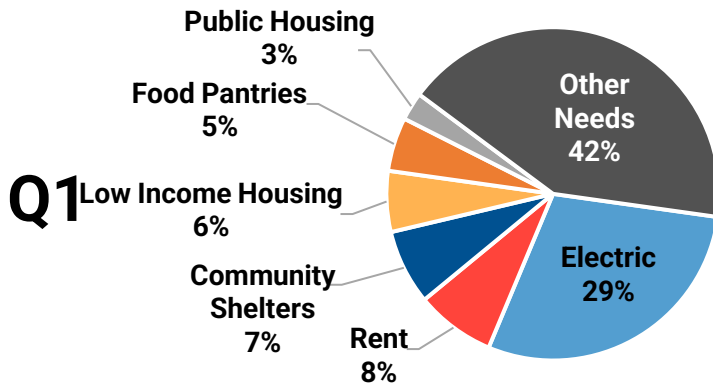
Based on Calls, 2022



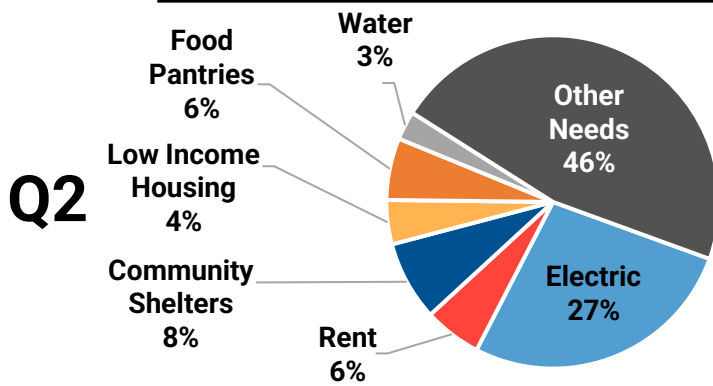
Need	Calls	Referrals	Change*
Electric Payment Assistance	577	1659	18%
Rent	154	428	-25%
Community Shelters	138	278	61%
Low Income Housing	87	73	172%
Food Pantries	82	215	52%
Home Rehab Programs	53	0	13%
Other Needs	878	851	

* Compared to 2021 based on Calls ** SC statewide total

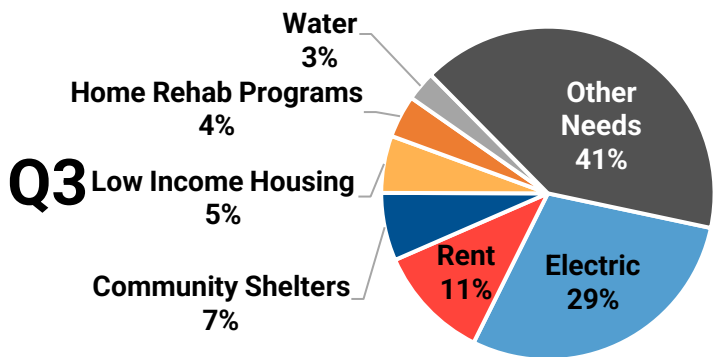
Florence Quarterly Needs Overview



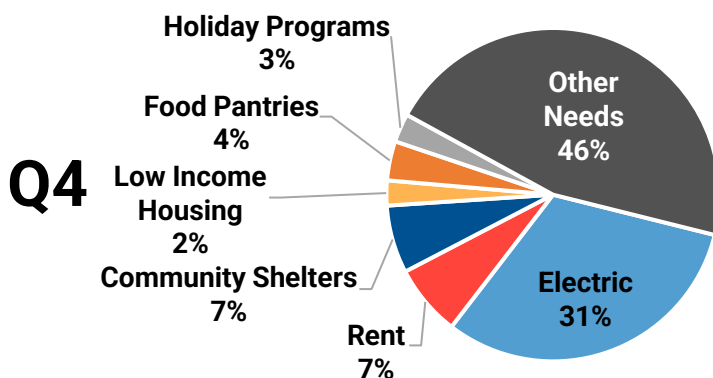
Need	Calls	Change*
Electric Payment Assistance	128	24%
Rent Payment Assistance	34	-38%
Community Shelters	32	100%
Low Income Housing	26	225%
Food Pantries	23	130%
Public Housing	12	140%
Other Needs	185	



Need	Calls	Change*
Electric Payment Assistance	126	110%
Community Shelters	36	125%
Food Pantries	28	211%
Rent Payment Assistance	26	-28%
Low Income Housing	20	186%
Water Payment Assistance	13	117%
Other Needs	217	



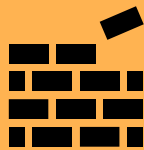
Need	Calls	Change*
Electric Payment Assistance	141	-37%
Rent Payment Assistance	54	-31%
Community Shelters	32	14%
Low Income Housing	27	200%
Home Rehab Programs	20	43%
Water Payment Assistance	14	-18%
Other Needs	198	



Need	Calls	Change*
Electric Payment Assistance	182	75%
Rent Payment Assistance	40	14%
Community Shelters	38	46%
Food Pantries	22	57%
Holiday Programs	16	300%
Low Income Housing	14	75%
Other Needs	265	

*Compared to calls in 2021

Florence Top 30 Needs - 2022



Top 30 Needs	Calls	Referrals	Change*
Electric Service Payment Assistance	577	1659	18%
Rent Payment Assistance	154	428	-25%
Community Shelters	138	278	61%
Low Income/Subsidized Private Rental Housing	87	73	172%
Food Pantries	82	215	52%
Home Rehabilitation Programs	53	0	13%
Water Service Payment Assistance	50	71	28%
Housing Search and Information	46	39	70%
Public Housing	42	31	36%
General Legal Aid	36	35	177%
Homeless Motel Vouchers	34	15	-49%
Rental Deposit Assistance	34	31	55%
Transitional Housing/Shelter	32	28	78%
Aging and Disability Resource Centers	27	29	0%
Landlord/Tenant Assistance	21	21	91%
Rapid Re-Housing Programs	21	19	163%
General Clothing Provision	20	21	100%
Furniture	19	28	58%
Holiday Programs	17	27	325%
Mortgage Payment Assistance	17	27	-23%
Senior Housing Information and Referral	17	27	183%
Gas Service Payment Assistance	16	35	100%
Gas Money	14	0	100%
Homelessness Prevention Programs	12	14	71%
Food Stamps/SNAP	11	12	-42%
Clothing	10	1	67%
Bus Fare	9	1	125%
Community Action Agencies	9	5	-36%
Ramp Construction Services	9	8	-10%

*Compared to calls in 2021

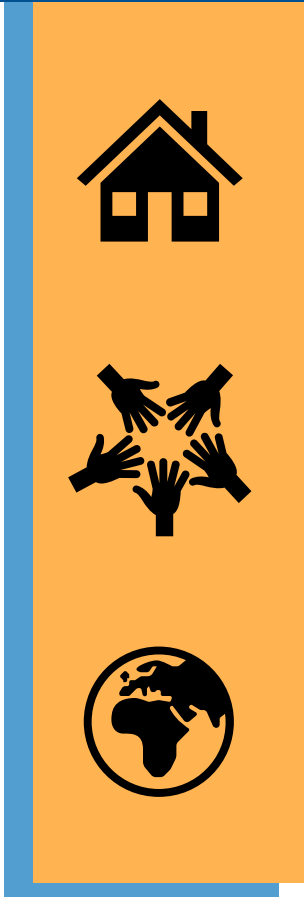
Florence Top Providers - 2022



Providers	Referrals
Pee Dee Community Action Partnership	770
<i>Pee Dee Community Action Partnership - Florence Office</i>	538*
<i>Pee Dee Community Action Partnership - Lake City Office</i>	164*
<i>Pee Dee CAP Emergency Shelter - Florence</i>	68*
Lighthouse Ministries	761
The Salvation Army of the Pee Dee Region	682
Florence Housing Authority	113
Resurrection Restoration Center For The Homeless	93
SC Stay Plus Rental and Utility Assistance Program	86
Shelter and Nutrition for All Children	74
Courtney McGinnis Graham Community Shelter	73
SC Homeowner Rescue Program	65
LHM - Strengthening Families Program	62
South Carolina Legal Services	55
<i>South Carolina Legal Services – Main Office</i>	38*
<i>South Carolina Legal Services - Florence Office</i>	17*
Eastern Carolina Housing Organization	44
South Carolina Housing Search	38
House of Hope of the Pee Dee	37
Department of Housing and Urban Development - Columbia Field Office	23
FreeCycle	19
Pee Dee Area Agency on Aging	19
The South Carolina Department on Aging	18
Catholic Charities - Pee Dee	18
Majority Baptist	18
The Manna House	17
Disabilities and Special Needs Board - Florence	16
Friends United - Food Pantry	16
Immanuel Apostolic Church	15
ECHO COVID-19 Rental Assistance	14
Greenwood Baptist Church - Food Pantry	13
Wesley Chapel UMC - Food Pantry	10
Senior Citizens Association	9
Community Long Term Care - Florence County	9
South Carolina Department of Social Services - Florence County	9
Greater Morning Star Apostolic Ministries #7 - Food Pantry	9
Mercy Medicine Free Clinic	8

* Values represent agency site/program subtotals. The full agency referral count (directly above) includes these subtotals.

Traffic by City/Town - 2022



City Name	Calls	Referrals	Change*
Florence	943	2433	16%
Lake City	145	392	23%
Timmonsville	92	274	33%
Johnsonville	43	102	5%
Effingham	34	88	17%
Olanta	30	65	50%
Pamplico	22	68	-15%
Scranton	22	62	0%
Coward	8	17	-20%
Quinby	1	3	100%

*Compared to calls in 2021

City name is converted from caller ZIP Code in most cases.

Florence 211 Caller Demographics – 2022

About half of 211 callers opt in to answer a short demographic survey. The data below is from Florence callers who opted into the survey. It does not include data from callers who opted out. The “% of Respondents” number is based on the total number of callers who replied to the specific question (Gender, Race, etc.).

Many demographic trends in the Florence county area match statewide data. 211 callers in 2022 were mostly female. African Americans were over-represented in 211 data compared to the Florence county population (78% of callers compared to 43.7% of the population outlined in 2021 census data). About 42% of callers were in a household with children.

Gender	Calls	% of Respondents
Female	644	75.1%
Male	212	24.7%
Transgender	2	0.2%

Race/Ethnicity	Calls	% of Respondents
Black/African American	558	78.0%
White	134	18.7%
Two or More Races	11	1.5%
Hispanic or Latino	7	1.0%
Race/Ethnicity Not Listed	3	0.4%
American Indian or Alaska Native	1	0.1%
Asian	1	0.1%

Household Composition	Calls	% of Respondents
Single Female	232	30%
Single Female with Children	196	26%
Single Male	126	16%
Couple without children	91	12%
Couple with children	79	10%
Grandparent with children	30	4%
Single Male with Children	14	2%

Florence 211 Caller Demographics – 2022

In 2022, 82% of callers completed a high school education or higher. Callers were below the census average of 86.3% for the Florence area (based on 2021 census data).

Most callers' education was at the High School/GED level, and 30% had completed at least some college.

98.1% of callers indicated they made below Florence County's median household income of \$51,902 (based on 2021 census data).

Income Brackets	Calls	% of Respondents
\$1-\$14,999	296	42.7%
No Income	185	26.7%
\$15,000-\$24,999	133	19.2%
\$25,000-\$34,999	50	7.2%
\$35,000-\$49,999	15	2.2%
\$50,000-\$74,999	12	1.7%
\$100,000-\$149,999	1	0.1%
\$200,000-over	1	0.1%

Employment Status	Calls	% of Respondents
Disabled	249	32.0%
Unemployed	229	29.4%
Employed - Full Time	163	20.9%
Retired	75	9.6%
Employed - Part-time	51	6.5%
Self-Employed	9	1.2%
Employed - Other	2	0.3%
Employed - Government/State	1	0.1%

Education	Calls	% of Respondents
GED/Highschool	306	52%
Some college	114	19%
Less than GED/High School	106	18%
Bachelor's degree or higher	36	6%
Associate's degree	32	5%