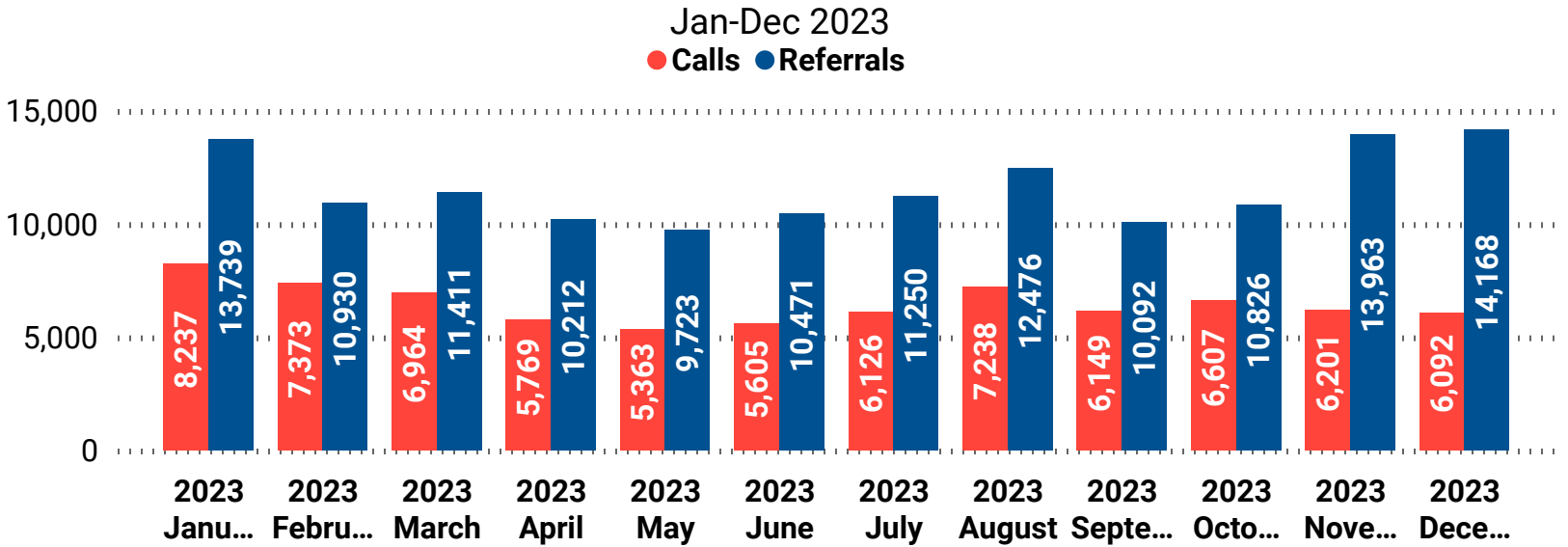


Statewide 211 Traffic Overview

 Total Calls 77,724 +2%*	 Total Referrals 139,261 +8%*	 Total Texts 13,125	 Website Visits 348,701** +107%*
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Total Contacts: 439,550

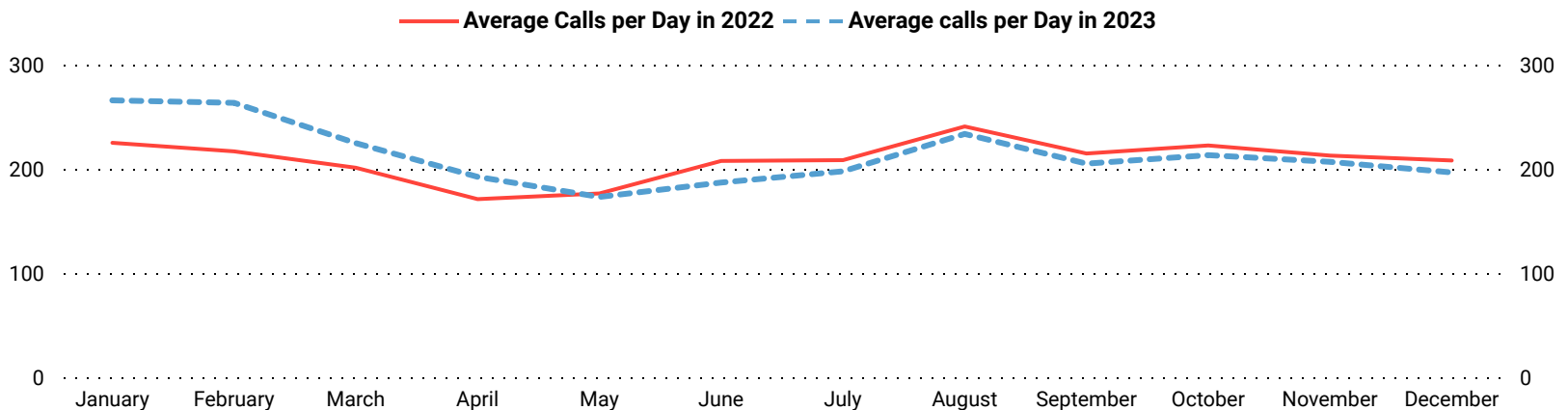
Statewide Calls and Referrals by Month



In the first half of 2023, calls to 211 followed seasonal patterns, decreasing through the spring, and rising as summer arrived. **Calls were up 2%** compared to Jan-Dec 2022, though the overall pattern was similar. Call volume was higher during the first 4 months of 2023, before equaling out during the later half of 2023.

Average Daily Calls

Jan-Dec 2022 v. Jan-Dec 2023

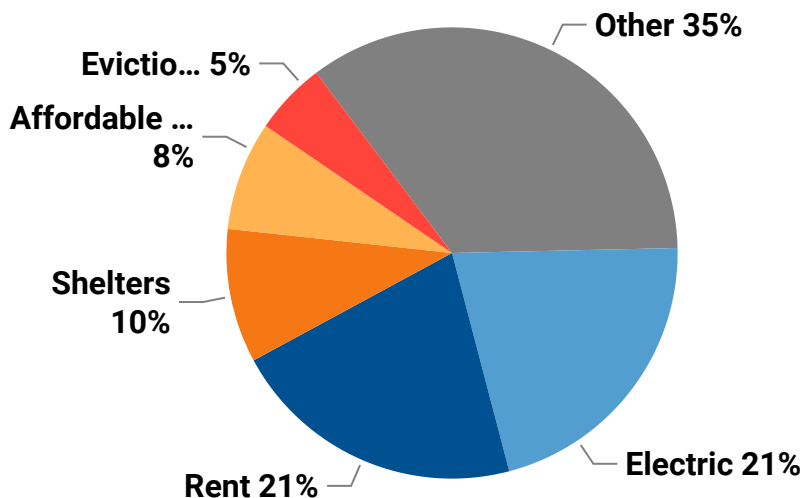


* Compared to previous year, same period
 **SC Statewide total

Statewide Top Needs Overview

Statewide Needs Breakdown

Based on Calls, Jan-Dec 2023



Needs	Calls	Referrals	%Change*
Electric	16,675	40,188	8%
Rent	16,611	28,673	36%
Shelters	7,532	11,829	11%
Affordable Housing	6,131	8,065	15%
Eviction Prevention Services	4,072	4,576	85%
Other**	27,383	45,926	10%

**See below for further information

Rent and Electric Assistance remained the top-requested needs and accounted for **42%** of all calls Statewide. Both were up compared to 2022, with Rent Assistance seeing an increase of over a third of calls. A part of that increase may be attributed to the end of rental assistance funds provided by COVID-19 related funding. Related categories like Affordable Housing, Shelter, and Eviction Prevention Services also saw increases.

Breakdown of Other Needs

Based on Calls, Jan-Dec 2023

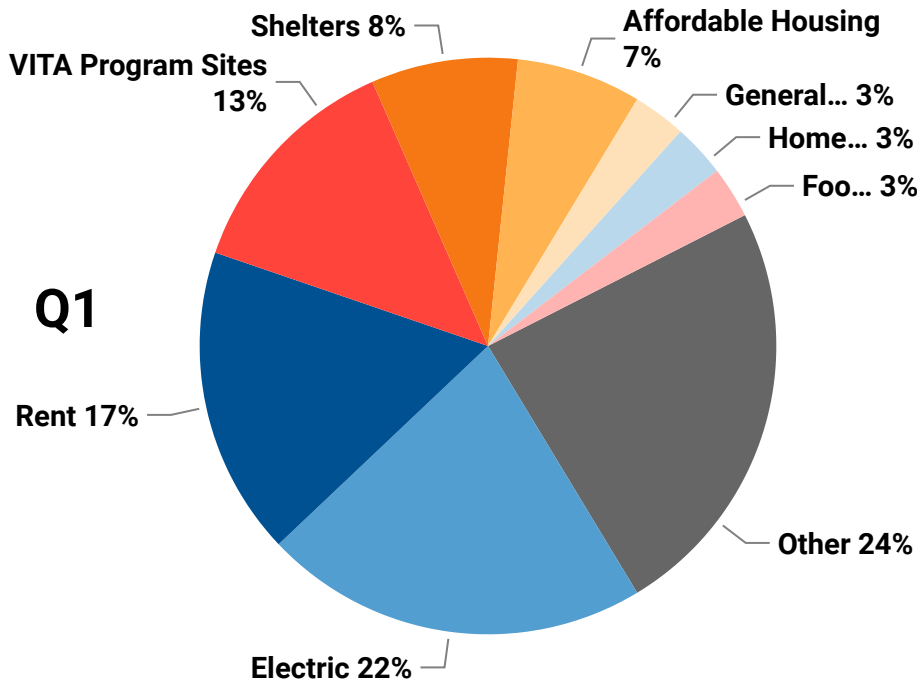
Included in the "Other" category is additional needs presented by 211 callers beyond the top five listed above. Below is a breakdown of the next highest additional needs. Calls for General Legal Aid (typically geared towards eviction legal assistance), Food Pantries, Home Rehabilitation, VITA Program Sites, and Water Payment Assistance make the majority of other calls.

VITA Program Sites	3,214
Food Pantries	2,709
General Legal Aid ***	2,487
Home Rehabilitation Programs	2,260
Water Service Payment Assistance	2,181
Housing Search and Information	1,401
Mortgage	993
Out-of-State 211s	989
Aging and Disability Resource Centers	597
Benefits Screening	582

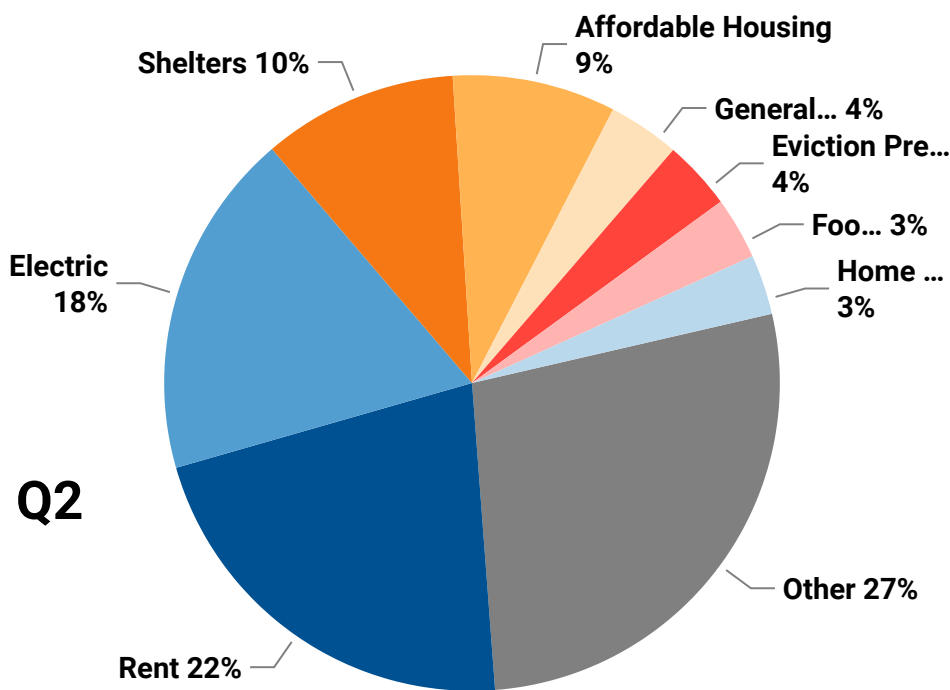
***Legal Aid is primarily for Eviction Related Legal Services

*Compared to previous year's calls, same period

Statewide Quarterly Top Needs Overview



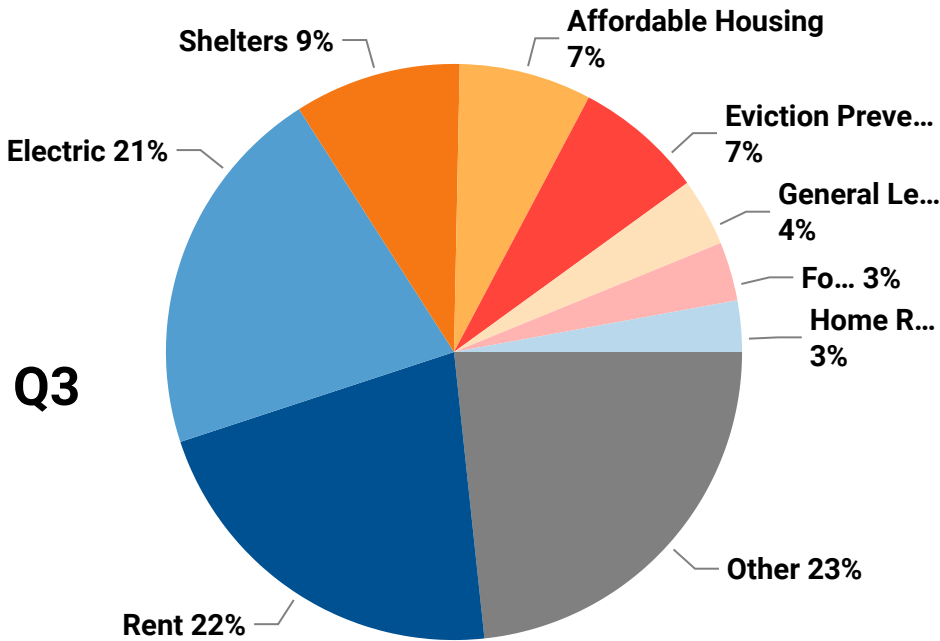
Needs	Q1 Calls	%Change*
Electric	4,554	10%
Rent	3,653	28%
VITA Program Sites	2,781	190%
Shelters	1,735	19%
Affordable Housing	1,476	32%
General Legal Aid	629	4%
Home Rehab.	626	31%
Food Pantries	610	11%
Other	5,030	2%



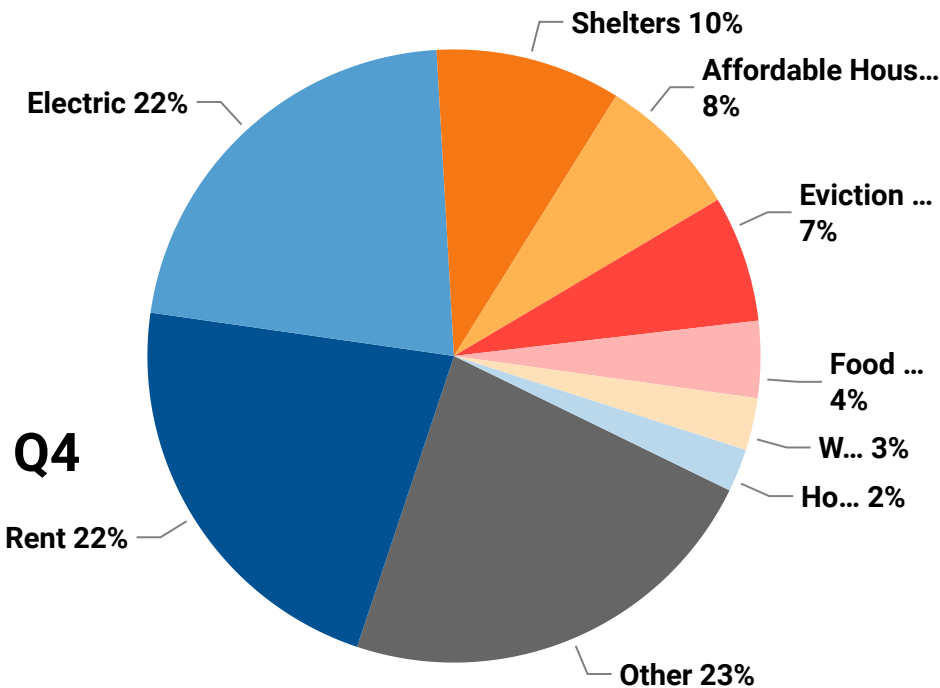
Needs	Q2 Calls	%Change*
Rent	3,910	60%
Electric	3,269	10%
Shelters	1,843	20%
Affordable Housing	1,543	25%
General Legal Aid	675	28%
Eviction Prevention Services	654	58%
Food Pantries	587	39%
Home Rehab.	566	13%
Other	4,928	16%

*Compared to previous year's calls, same time period

Statewide Quarterly Top Needs Overview



Needs	Q3 Calls	%Change*
Rent	4,689	35%
Electric	4,554	13%
Shelters	2,028	4%
Affordable Housing	1,612	2%
Eviction Prevention Services	1,574	135%
General Legal Aid	826	16%
Food Pantries	715	47%
Home Rehab.	623	14%
Other	5,053	7%



Needs	Q4 Calls	%Change*
Rent	4,359	27%
Electric	4,298	-0%
Shelters	1,926	5%
Affordable Housing	1,500	8%
Eviction Prevention Services	1,312	120%
Food Pantries	797	31%
Water	543	-27%
Home Rehab.	445	-17%
Other	4,509	-17%

*Compared to previous year's calls, same time period



Statewide Overdue Bill Amount Overview

Callers requesting Rent, Mortgage, and Utility assistance may opt in to tell 211 the dollar amount they are behind on payments. Average overdue bills fluctuated for most of 2023 until Q4, which saw a sharp rise in average and total overdue bill amounts in all categories. This suggests callers face higher bills, or more accumulating bills, as the year progresses. Likewise, many agencies that provide financial assistance only do so once per year per household. 2023 saw an increase of nearly \$7M in reported overdue bill amounts from 2022. Averages increased from 2022 in the most reported fields: Electric and Rent.

Quarter 1				Quarter 2			
Need	Calls**	Total Overdue	Average Bill	Need	Calls**	Total Overdue	Average Bill
Electric	3,646	\$1,770,563	\$486	Electric	2,563	\$1,390,689	\$543
Gas Utility	158	\$51,931	\$329	Gas Utility	91	\$21,562	\$237
Mortgage	147	\$47,378	\$322	Mortgage	159	\$125,572	\$790
Rent	2,967	\$1,994,287	\$672	Rent	3,148	\$2,262,438	\$719
Sewer Assistance	15	\$4,500	\$300	Sewer Assistance	13	\$726	\$56
Water	491	\$63,007	\$128	Water	358	\$62,928	\$176
Total	6,565	\$3,931,667	\$599	Total	5,593	\$3,863,915	\$691

Quarter 3				Quarter 4			
Need	Calls**	Total Overdue	Average Bill	Need	Calls**	Total Overdue	Average Bill
Electric	3,703	\$1,237,864	\$334	Electric	2,312	\$4,159,420	\$1,799
Gas Utility	80	\$6,011	\$75	Gas Utility	86	\$52,589	\$611
Mortgage	276	\$179,628	\$651	Mortgage	168	\$351,817	\$2,094
Rent	3,748	\$2,726,034	\$727	Rent	2,356	\$7,238,835	\$3,073
Sewer Assistance	14	\$960	\$69	Sewer Assistance	14	\$3,196	\$228
Water	431	\$70,551	\$164	Water	281	\$216,393	\$770
Total	7,260	\$4,221,048	\$581	Total	4,547	\$12,022,250	\$2,644

2022 Total				2023 Total			
Need	Calls**	Total Overdue	Average Bill	Need	Calls**	Total Overdue	Average Bill
Electric	11,490	\$6,945,685	\$604	Electric	12,224	\$8,558,536	\$700
Gas Utility	546	\$206,365	\$378	Gas Utility	415	\$132,092	\$318
Mortgage	613	\$1,112,669	\$1,815	Mortgage	750	\$704,395	\$939
Rent	9,420	\$8,559,664	\$909	Rent	12,219	\$14,221,594	\$1,164
Sewer Assistance	42	\$8,566	\$204	Sewer Assistance	56	\$9,382	\$168
Water	1,872	\$515,273	\$275	Water	1,561	\$412,880	\$264
Total	20,815	\$17,348,222	\$833	Total	23,965	\$24,038,879	\$1,003

*Compared to previous year's calls, same time period
 **Count of Calls with overdue bills

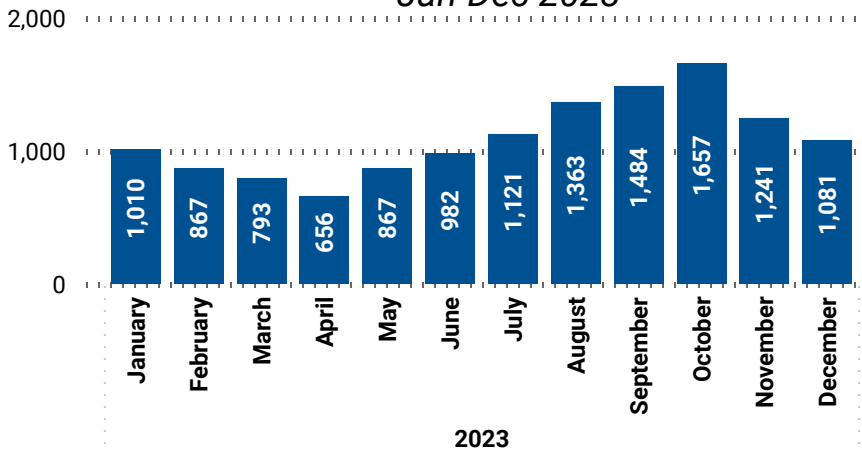
Texting Program Overview

In May, 211 expanded its texting service. By texting "Help" or "Ayuda" (Spanish for help) to the number "211-211" and entering a zip code when prompted, anyone in South Carolina can receive information for 10 of the highest needs including: Rent Assistance, Utility Assistance, and Food Pantries serving their local area. The entire process takes only a few seconds and is available in English and Spanish.

The texting program provides another option for connecting to 211. It removes barriers and widens the 211 client base, providing resources to people who couldn't call previously. It also has a positive effect on 211 callers. Many callers can skip the wait and get tailored referrals via text. This also takes pressure off the call center during busy times and shortens the wait times of clients who do prefer to talk to a resource navigator.

Texts by Month

Jan-Dec 2023



Texting Usage Statistics

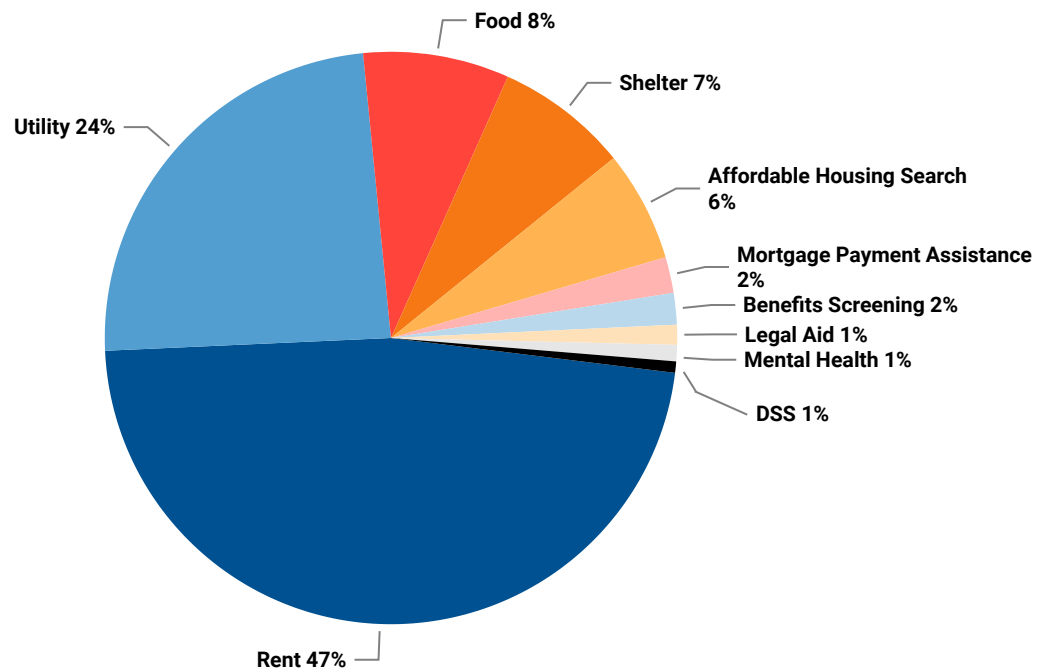
Jan-Dec 2023

13,122	8,986
Total Texts	Total Texters

Since January, the 211 texting program has seen a total of 13,122 texts and 8,986 unique texters from Statewide. About 68% of texts to 211 are from new users.

Texting Need Distribution

Jan-Dec 2023



Statewide Quarterly Needs Overview

Top needs were similar across the state with some regional variation. Call numbers decreased somewhat in the Upstate and Lowcountry while increasing 21% and 26% in the Midlands and Pee Dee, respectively.

Almost every need saw increases throughout the state, matching the upwards trend of calls to 211. The Upstate is the only region that saw decreases in the state's highest needs (Rent and Electric Assistance), and had smaller increases in Affordable Housing and Shelter needs. The Lowcountry also had less calls for Affordable Housing and a decrease in calls for Shelter, but increased calls for Rent and Electric Assistance and Eviction Prevention Services.

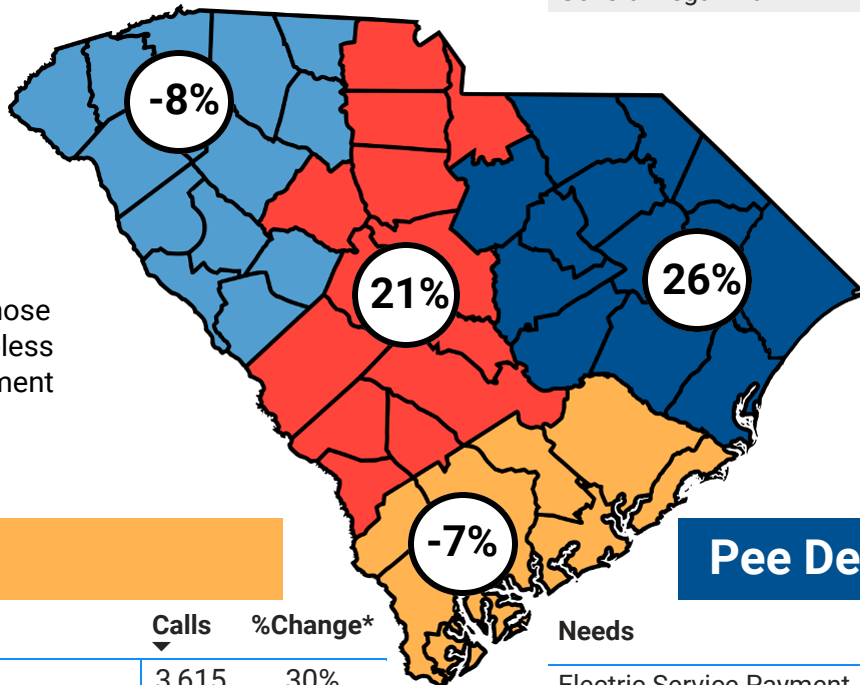
Aside from the Upstate region, Rent and Electric needs increased significantly throughout the state.

Upstate

Needs	Calls	%Change*
Electric Service Payment Assistance	5,375	-16%
Rent Payment Assistance	5,234	-7%
VITA Program Sites	2,511	146%
Shelters	2,059	9%
Affordable Housing	1,891	10%
Food Pantries	923	26%
All Calls	24,446	-8%

Midlands

Needs	Calls	%Change*
Rent Payment Assistance	5,142	82%
Electric Service Payment Assistance	4,911	39%
Shelters	2,258	22%
Affordable Housing	1,572	21%
Eviction Prevention Services	1,187	1620%
General Legal Aid	837	37%
All Calls	19,395	21%



Map regions mirror those used by the SC Homeless Information Management System (HMIS)

Lowcountry

Needs	Calls	%Change*
Rent Payment Assistance	3,615	30%
Electric Service Payment Assistance	3,210	6%
Affordable Housing	1,389	1%
Shelters	1,356	-14%
Eviction Prevention Services	834	118%
Home Rehabilitation Programs	615	-4%
All Calls	15,439	-7%

Pee Dee

Needs	Calls	%Change*
Electric Service Payment Assistance	3,126	27%
Rent Payment Assistance	2,513	179%
Shelters	1,734	32%
Affordable Housing	1,213	48%
Food Pantries	543	25%
Home Rehabilitation Programs	400	16%
All Calls	12,090	26%

*Compared to previous year's calls, same period

211 Statewide Demographics



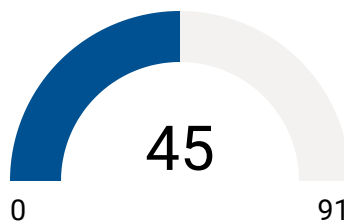
Gender	Calls	%*
Female	28,741	76.27%
Male	8,921	23.68%
Transgender	19	0.05%

Race-Ethnicity	Calls	%*
Black/African American	19,145	67.70%
White	7,202	25.47%
Hispanic or Latino	825	2.92%
Two or More Races	724	2.56%
Race/Ethnicity Not Listed	152	0.54%
Native American or Alaskan Native	143	0.51%
Asian	69	0.24%
Native Hawaiian or Other Pacific Islander	19	0.07%

Education	Calls	%*
GED/High School	12,611	49.5%
Some college	5,494	21.5%
Less than GED/High School	4,155	16.3%
Associate's degree	1,672	6.6%
Bachelor's degree or higher	1,566	6.1%

Veteran Status	Calls	%*
No	16,667	95.9%
Yes - Veteran (served in any branch for any length of time, but did not officially retire)	635	3.7%
Yes - Retired (served 20+ years & officially retired)	47	0.3%
Yes - Reservist	24	0.1%

Average Age



Health Insurance	Calls	%*
Yes	21,764	72.9%
No	8,103	27.1%

Income Brackets	Calls	%*
No Income	8,501	32.37%
\$1-\$14,999	7,581	28.86%
\$15,000-\$24,999	5,453	20.76%
\$25,000-\$34,999	2,798	10.65%
\$35,000-\$49,999	1,475	5.62%
\$50,000-\$74,999	399	1.52%
\$75,000-\$99,999	44	0.17%
\$100,000-\$149,999	10	0.04%
\$200,000-over	2	0.01%
\$150,000-\$199,999	1	0.00%

Household Composition	Calls	%*
Single Female	9,240	29.8%
Single Female with Children	9,120	29.4%
Single Male	4,382	14.2%
Couple with children	3,817	12.3%
Couple without children	2,907	9.4%
Grandparent with children	817	2.6%
Single Male with Children	685	2.2%

Employment Status	Calls	%*
Unemployed	10,317	33.5%
Employed - Full Time	7,567	24.6%
Disabled	7,066	22.9%
Retired	2,284	7.4%
Employed - Part-time	2,000	6.5%
Employed - Other	1,164	3.8%
Self-Employed	409	1.3%

Public Assistance	Calls	%*
SNAP	13,551	95.58%
Multiple	225	1.59%
Section 8	192	1.35%
WIC	189	1.33%
TANF	21	0.15%

*All demographic percentages are based on callers who opted into the 211 demographic survey.

211 Statewide Top Needs



Top Needs	Calls	Referrals	%Change*
Electric Service Payment Assistance	16,675	40,188	8%
Rent Payment Assistance	16,611	28,673	36%
Shelters	7,532	11,829	11%
Affordable Housing	6,131	8,065	15%
Eviction Prevention Services	4,072	4,576	85%
VITA Program Sites	3,214	3,147	170%
Food Pantries	2,709	8,439	31%
General Legal Aid	2,487	2,737	-0%
Home Rehabilitation Programs	2,260	3,516	10%
Water Service Payment Assistance	2,181	3,984	-17%
Housing Search and Information	1,401	1,504	-22%
Mortgage	993	1,266	29%
Out-of-State 211s	989	933	-14%
Aging and Disability Resource Centers	597	526	-11%
Benefits Screening	582	748	676%
Gas Service Payment Assistance	562	1,334	-25%
SNAP	562	568	15%
Homelessness Prevention Programs	506	467	-39%
General Clothing Provision	435	1,000	7%
Non-Emergency Medical Transportation	432	370	38%
Legal Services	428	112	159%
Furniture	398	512	2%
Holiday Programs	394	800	-14%
Prescription Expense Assistance	391	899	4%
Dental Care	336	577	-9%
Gas Money	312	60	21%
Domestic Violence Shelters	307	317	-3%
Home Delivered Meals	301	501	47%
Bus Fare	282	72	50%
Job Finding Assistance	269	540	52%
In Home Assistance	249	431	9%
Senior Ride Programs	245	263	46%
Community Action Agencies	244	190	24%
Medical Equipment/Supplies	232	444	-13%

* Compared to previous year's calls, same period