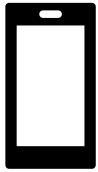


Statewide 211 Traffic Overview



Total Calls
76,180
+17%*



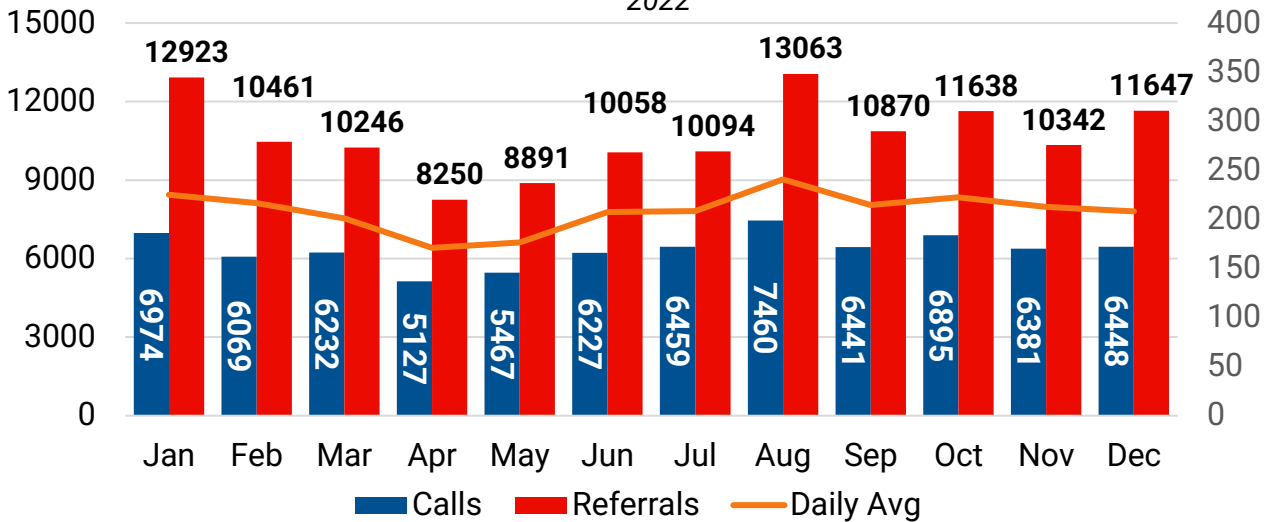
Total Referrals
128,483
+8%*



Website Visits
168,485
+45%*

Statewide Calls and Referrals by Month

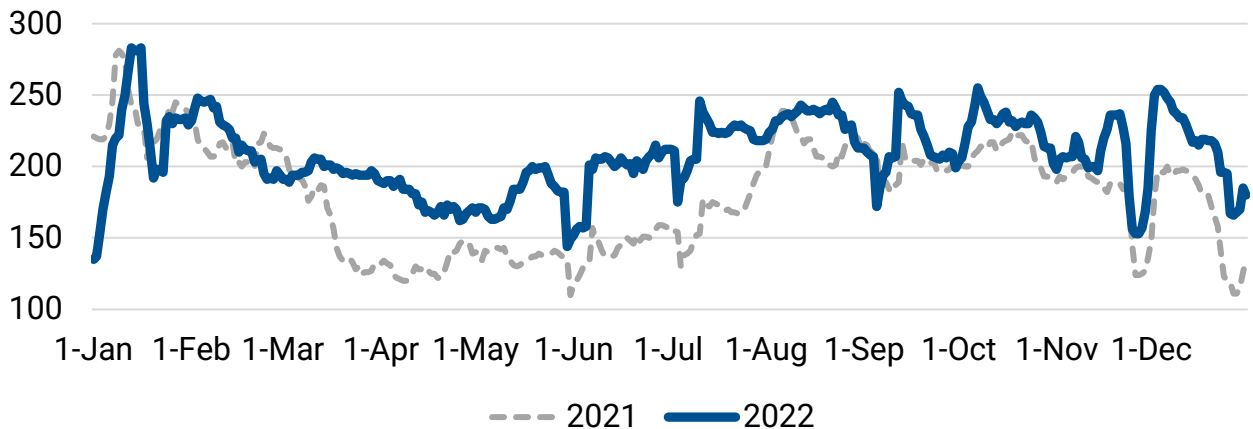
2022



In 2022, calls to United Way's 211 followed seasonal patterns, decreasing through the spring, and rising from summer into fall. Calls were up 17% compared to calls in 2021.

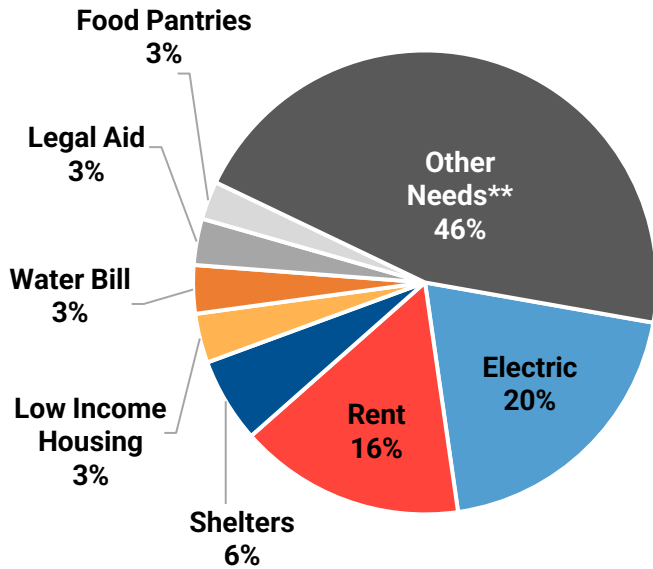
Average Daily Calls (2021 v. 2022)

7-Day Moving Average



* Compared to 2021

Statewide Needs Overview

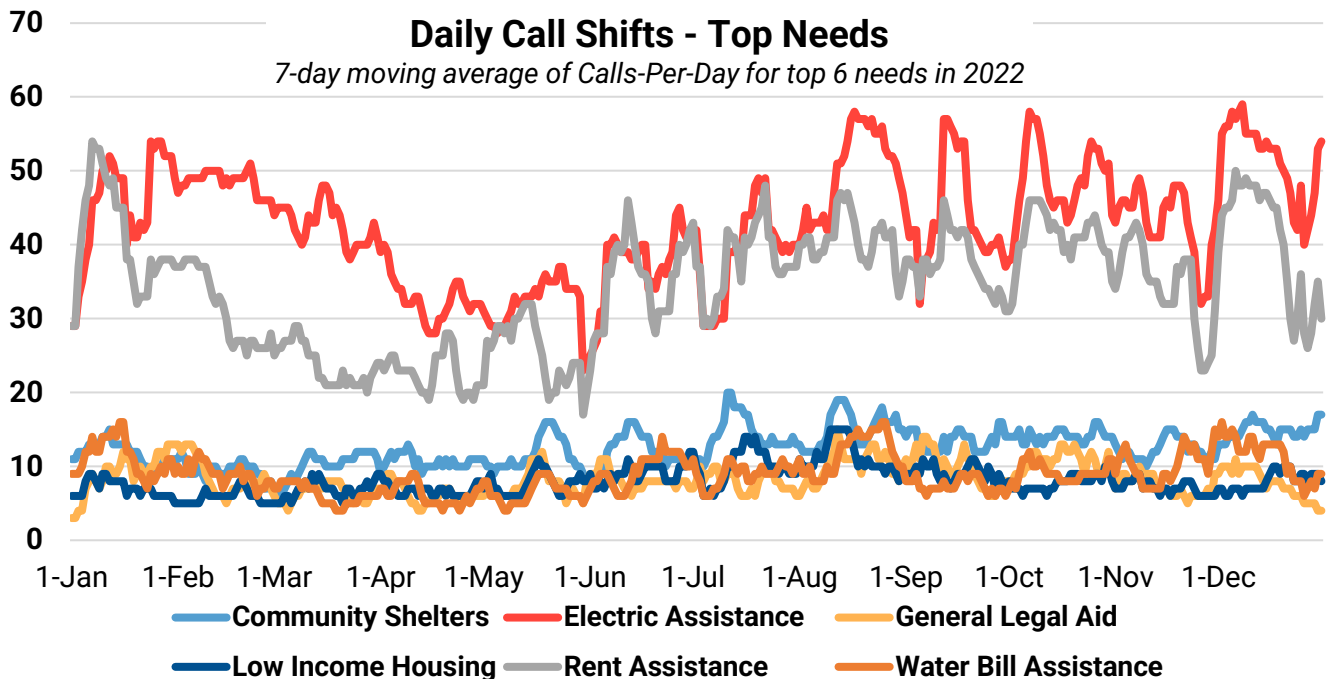


Need	Calls	Referrals	Change*
Electric Payment Assistance	15,438	40,872	-4%
Rent Payment Assistance	12,206	25,378	-13%
Community Shelters	4,573	6,693	37%
Low Income Housing	2,662	3,351	125%
Water Payment Assistance	2,612	6,053	-8%
General Legal Aid	2,499	2,648	221%
Food Pantries	2,065	5,489	14%
Other Needs	35,359	37,980	

*Based on calls, compared to 2021

**Other Needs includes a large spectrum of services, including food, legal, health care, clothing, benefits, and tax help

In 2022, there were 549 unique needs identified, compared to 499 unique needs in 2021. The top two needs were Electric and Rent Payment Assistance accounting for 36% of calls for the year. In 2021, Electric and Rent Payment Assistance were also the top two needs, accounting for 46% of calls.



Need Amount Overview

In March of 2021, agents began including opt-in surveys pertaining to the amount of monetary assistance callers needed.

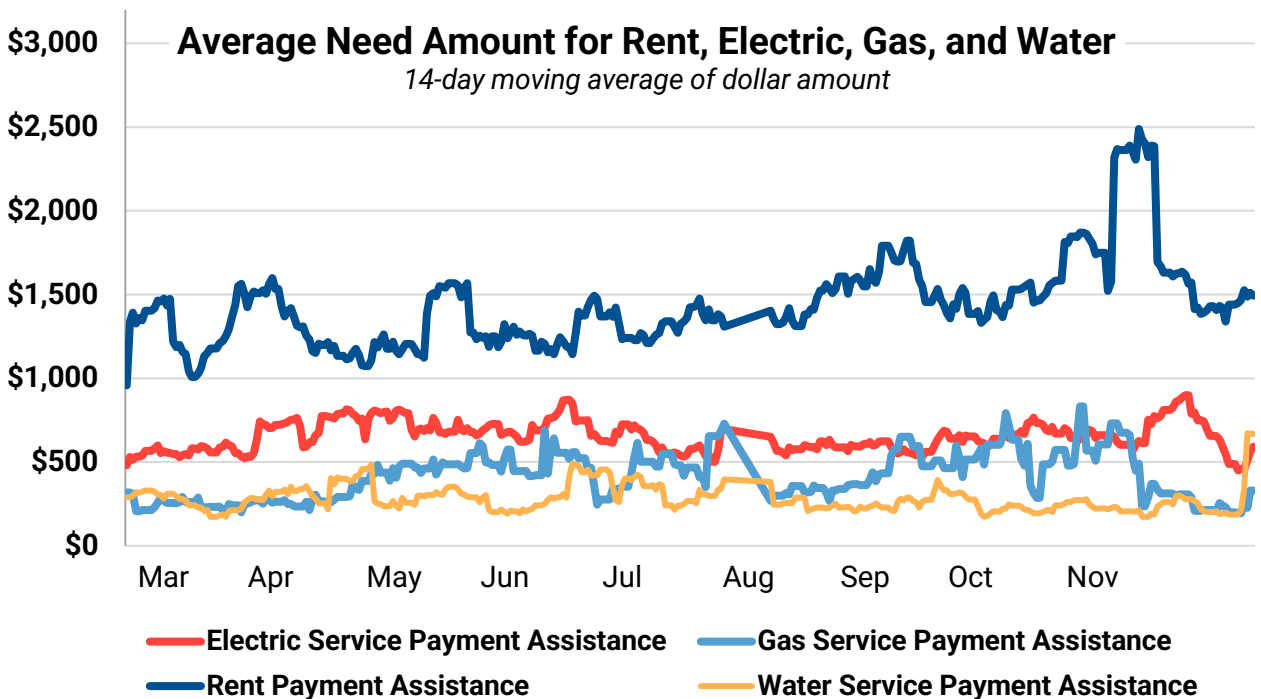
In 2022, the total dollar amount of needs expressed was almost \$22 million. This is an increase from the total in 2021 (collected from March to December) of about \$9.5 million.

The average amount needed for rent assistance was \$1,386- above the \$970 average rent in SC, as reported in census data ranging from 2017-2021. This number is up from \$1,230 in 2021, following rising rent trends in both the private and subsidized rental housing markets seen in 2022.

Need	Qtr 1	Qtr 2	Qtr 3	Qtr 4	2022 Avg	Total Responses
Electric Assistance	\$804	\$532	\$652	\$591	\$647	3857
Gas Service Assistance	\$491	\$418	\$515	\$329	\$391	199*
Mortgage Assistance	\$2,397	\$8,411	\$1,285	\$3,360	\$4,218	157*
Rent Assistance	\$1,172	\$1,338	\$1,385	\$1,494	\$1,386	2695
Water Service Assistance	\$286	\$250	\$277	\$669	\$286	714

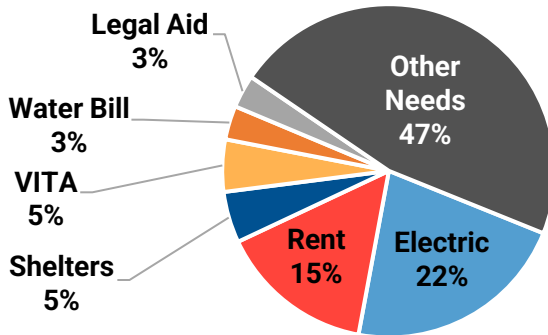
**Needs with a low number of responses are more susceptible to large shifts from quarter to quarter and are a less reliable indicator than needs with many responses.*

There were a few spikes in rent assistance which can be attributed to outliers who expressed a need amount of \$24,000 and above. Overall, the amounts stayed relatively similar throughout the year, with rent being the only need with a slight uptrend.



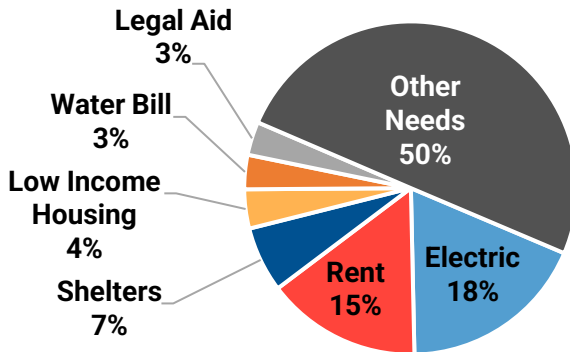
Statewide Quarterly Needs Overview

Q1



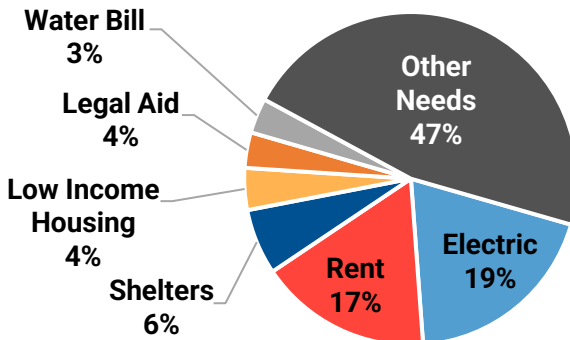
Need	Calls	Change*
Electric Assistance	4132	-18%
Rent Assistance	2857	-34%
VITA Program Sites	960	260%
Community Shelters	941	123%
Water Bill Assistance	622	-12%
General Legal Aid	606	281%
Other Needs	8825	-

Q2



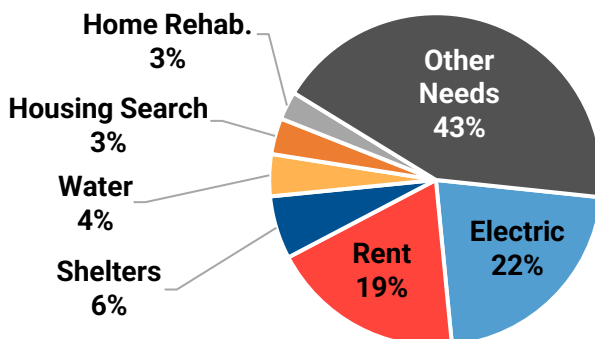
Need	Calls	Change*
Electric Assistance	2965	18%
Rent Assistance	2445	4%
Community Shelters	1033	60%
Low Income Housing	616	139%
Water Bill Assistance	541	7%
General Legal Aid	526	223%
Other Needs	8103	-

Q3



Need	Calls	Change*
Electric Assistance	4022	-13%
Rent Assistance	3480	-11%
Community Shelters	1324	12%
Low Income Housing	845	132%
General Legal Aid	715	210%
Water Bill Assistance	706	-20%
Other Needs	9661	-

Q4



Need	Calls	Change*
Electric Assistance	4319	10%
Rent Assistance	3424	0%
Community Shelters	1275	18%
Water Bill Assistance	743	1%
General Legal Aid	652	189%
Low Income Housing	637	94%
Other Needs	10486	-

*Based on calls, compared to the same period in 2021

211 Regional Needs Overview

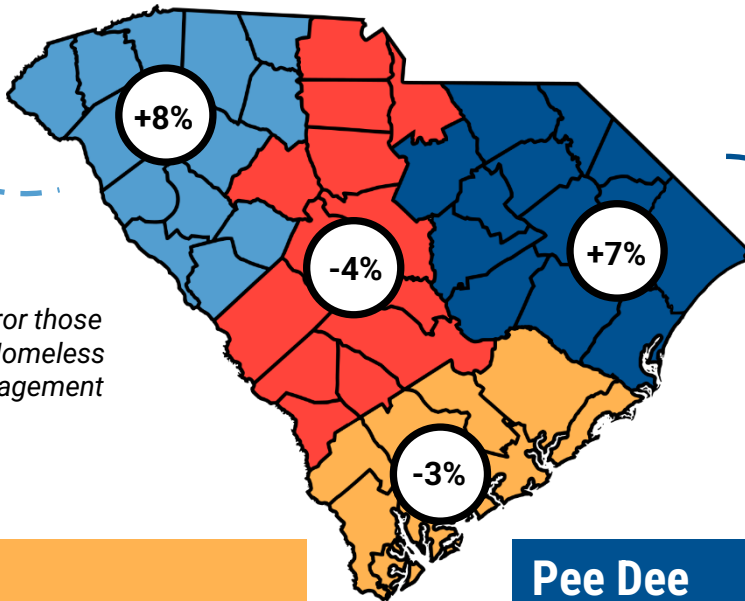
In 2022, there was a significant increase in VITA related calls in the Upstate area as it was a heavily marketed program in the area. Housing related financial assistance continues to be the top needs in the entire state, followed by calls for Shelter.

Upstate

Need	Calls	Change*
Electric Assistance	6406	-3%
Rent Assistance	5629	-10%
Community Shelters	1437	54%
VITA Program Sites	1020	1009%
Low Income Housing	990	100%
General Legal Aid	946	313%
All Calls	19748	+8%

Midlands

Need	Calls	Change*
Electric Assistance	3540	-4%
Rent Assistance	2829	-2%
Community Shelters	1372	27%
General Legal Aid	612	182%
Low Income Housing	600	100%
Water Bill Assistance	568	-6%
All Calls	11877	-4%



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

Lowcountry

Need	Calls	Change*
Electric Assistance	3026	-15%
Rent Assistance	2779	-19%
Water Bill Assistance	855	-15%
General Legal Aid	707	201%
Community Shelters	684	-2%
Home Rehabilitation	641	-4%
All Calls	11725	-3%

Pee Dee

Need	Calls	Change*
Electric Assistance	2453	12%
Community Shelters	963	58%
Rent Assistance	901	-33%
Food Pantries	434	38%
Low Income Housing	433	134%
Home Rehabilitation	344	1%
All Calls	7180	+7%

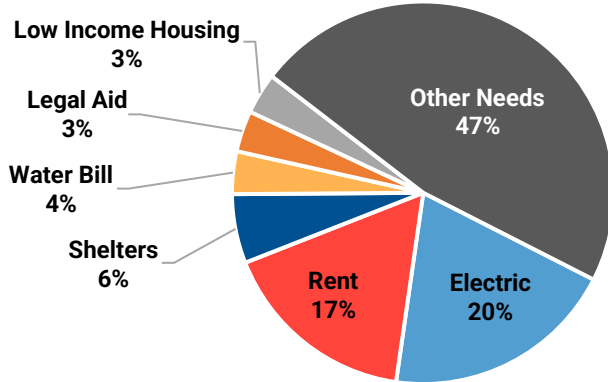
*Based on calls, compared to 2021

Urban vs. Rural Needs Overview**

Metropolitan Areas

Urban areas with a combined population of 50K+

Includes cities like Columbia, Myrtle Beach, Florence, Greer, and Summerville. 88% of calls

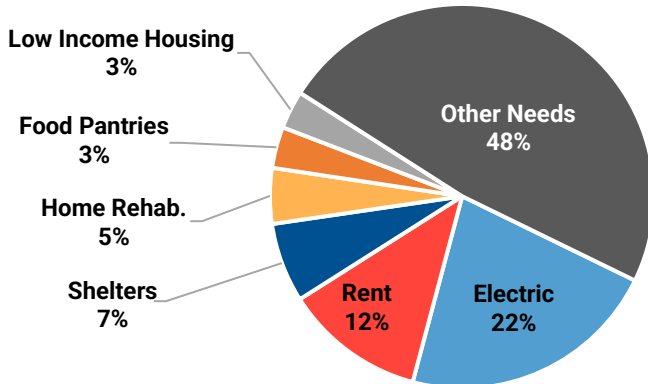


Need	Calls	Change*
Electric Service Assistance	13162	-4%
Rent Payment Assistance	11159	-11%
Community Shelters	3889	35%
Water Bill Assistance	2401	-8%
General Legal Aid	2311	228%
Low Income Housing	2311	120%
All Calls	44275	3%

Large Rural Areas

Areas with a combined population of 10K-50K

Includes cities like Orangeburg, Seneca, Union, Dillon, and Lancaster. 9% of calls

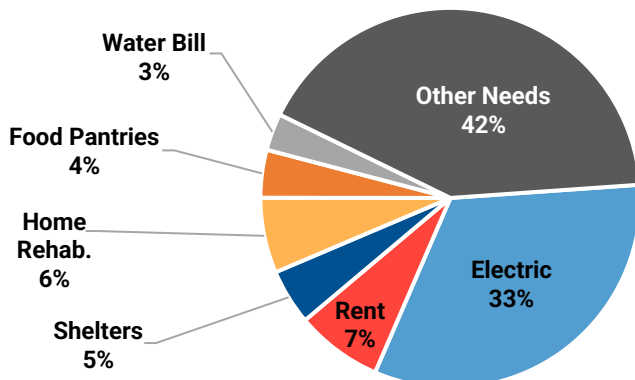


Need	Calls	Change*
Electric Service Assistance	1485	-5%
Rent Payment Assistance	803	-32%
Community Shelters	453	27%
Home Rehabilitation	317	-2%
Food Pantries	235	4%
Low Income Housing	217	101%
All Calls	4607	-6%

Small Rural Towns

Towns not connected to a larger area

Includes towns like St. George, Lake City, Saluda, Marion, and Barnwell. 3% of calls.



Need	Calls	Change*
Electric Service Assistance	778	1%
Rent Payment Assistance	176	-44%
Home Rehabilitation	153	6%
Community Shelters	113	47%
Food Pantries	97	76%
Water Bill Assistance	75	32%
All Calls	1645	1%

*Based on calls, compared to 2021 ** Places coded using [Rural-Urban Commuting Area Cat. B](#)