

## Florence 211 Traffic Overview



**Total Calls**  
 2,266  
 +28%\*



**Total Referrals**  
 5,448  
 +55%\*



**Total Texts**  
 373



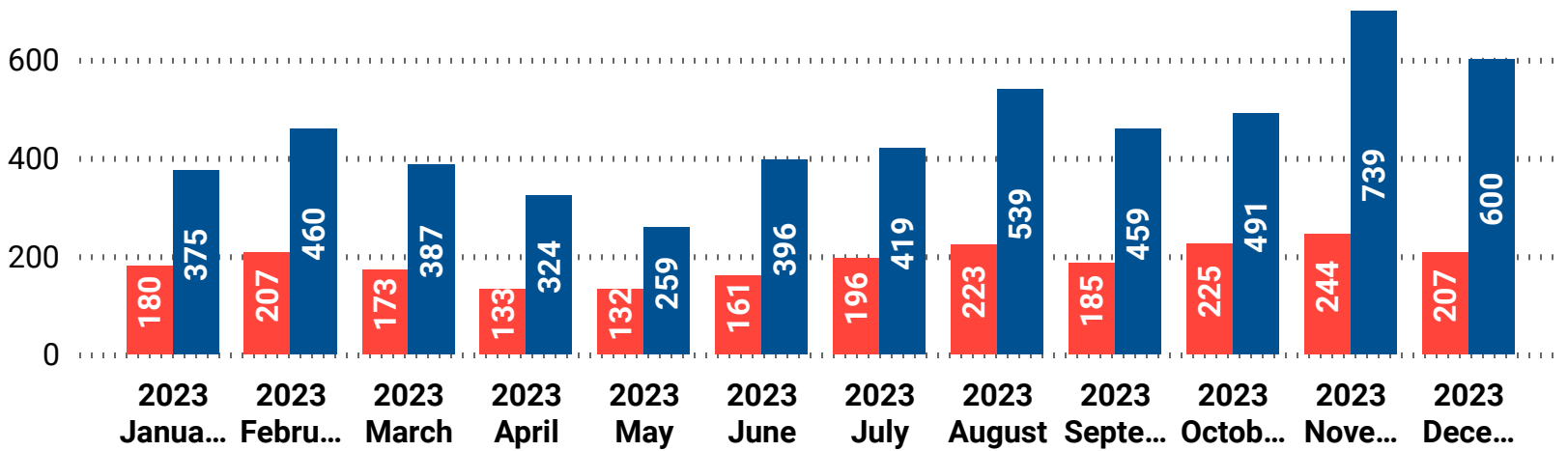
**Website Visits**  
 348,701\*\*  
 +107%\*

**Total Contacts: 351,340**

### Florence Calls and Referrals by Month

Jan-Dec 2023

● Calls ● Referrals

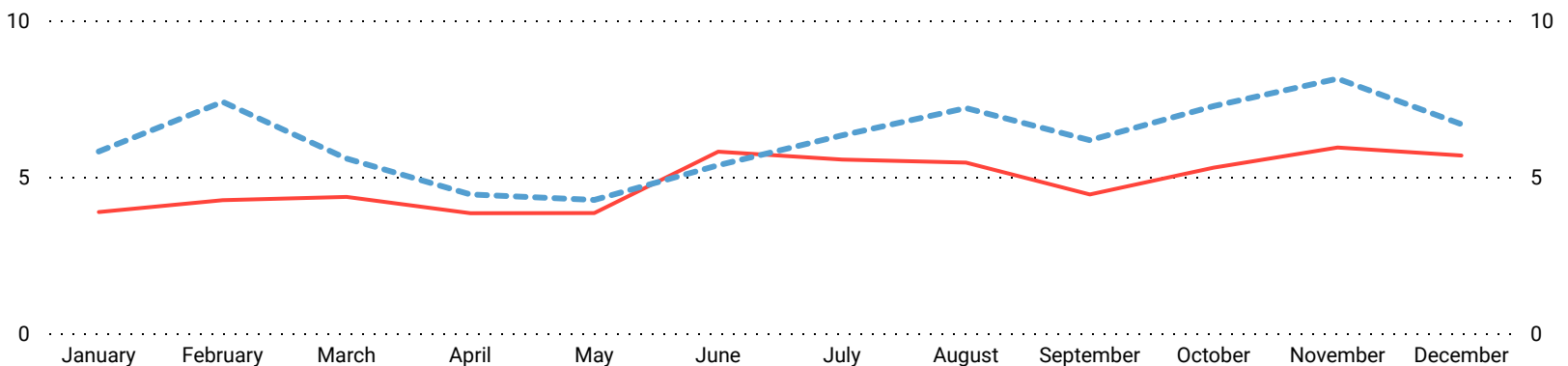


In the first half of 2023, calls to 211 followed seasonal patterns, decreasing through the spring, and rising as summer arrived. **Calls were up 28%** compared to Jan-Dec 2022, though the overall pattern was similar. Call volume was higher during most of 2023, with May-July seeing the same or slightly lower call volume as 2022.

### Average Daily Calls

Jan-Dec 2022 v. Jan-Dec 2023

— Average Calls per Day in 2022 — Average calls per Day in 2023



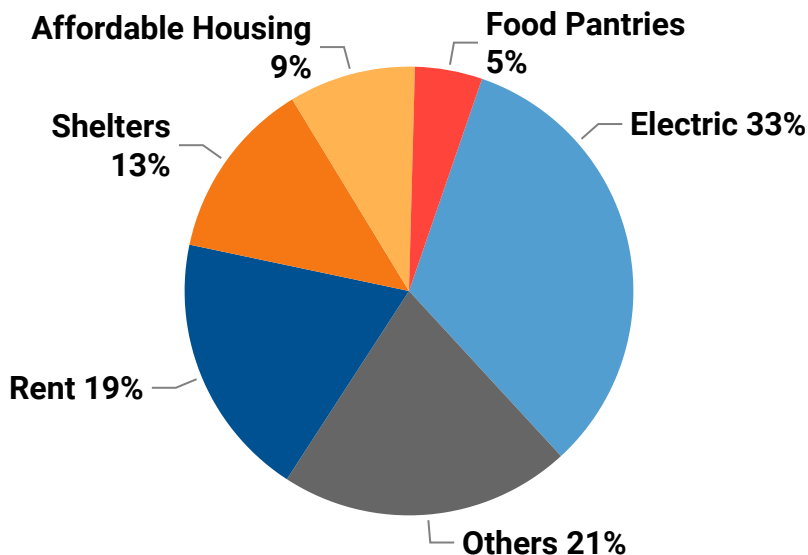
\* Compared to previous year, same period

\*\*SC Statewide total

## Florence Top Needs Overview

### Florence Needs Breakdown

*Based on Calls, Jan-Dec 2023*



Needs	Calls	Referrals	%Change*
Electric	745	2,072	29%
Rent	434	1,139	182%
Shelters	294	679	59%
Affordable Housing	207	266	29%
Food Pantries	110	359	34%
Others**	476	933	-22%
<b>Total</b>	<b>2,266</b>	<b>5,448</b>	<b>28%</b>

*\*\*See below for further information*

**Rent and Electric Assistance** remained the top-requested needs and accounted for **52%** of all **Florence** calls. Both were up compared to 2022, with calls for Rent Assistance almost tripling from 2022. A part of that increase may be attributed to the end of rental assistance funding provided by the CARES Act. Related categories like Affordable Housing and Shelter also saw increases.

### Breakdown of Other Needs

*Based on Calls, Jan-Dec 2023*

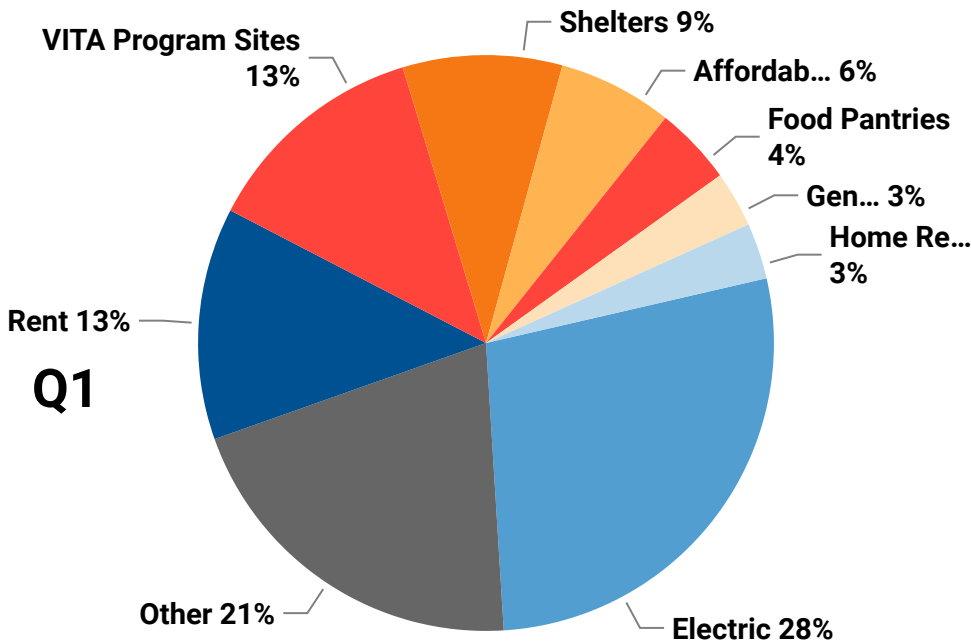
Included in the "Other" category is additional needs presented by 211 callers beyond the top five listed above. Below is a breakdown of the next highest additional needs. Calls for General Legal Aid (typically geared towards eviction legal assistance), VITA Program Sites, Home Rehabilitation, Housing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

VITA Program Sites	84
Home Rehabilitation Programs	72
Housing Search and Information	62
General Legal Aid***	61
Water Service Payment Assistance	57
Eviction Prevention Services	56
Mortgage	26
General Clothing Provision	25
Aging and Disability Resource Centers	16
Benefits Screening	16
Clothing	16

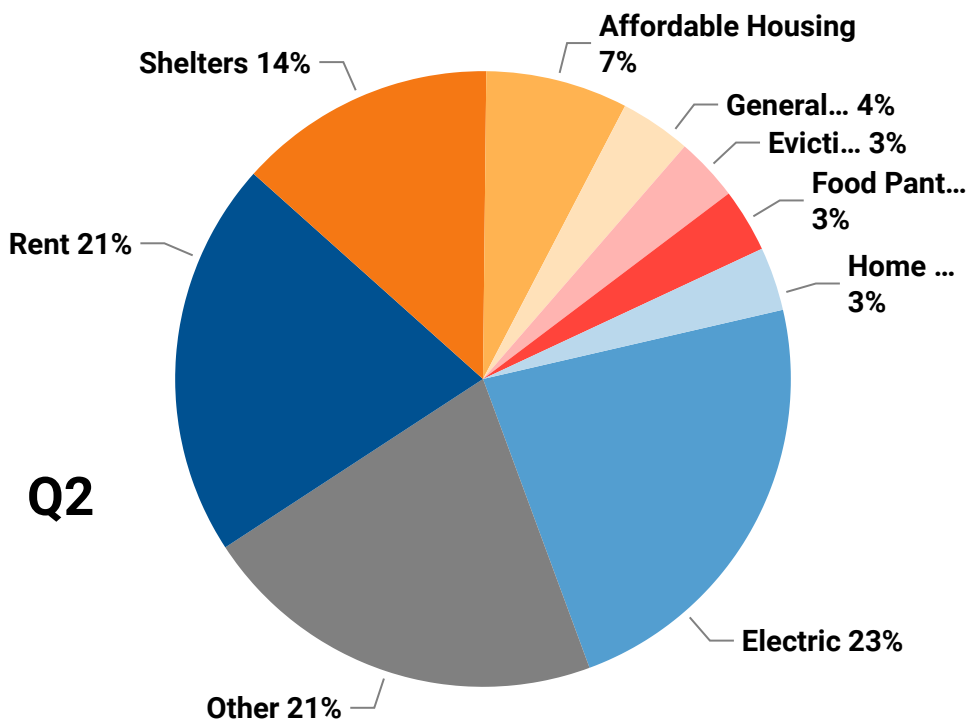
\*\*\*Legal Aid is primarily for Eviction Related Legal Services

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

## Florence Quarterly Top Needs Overview



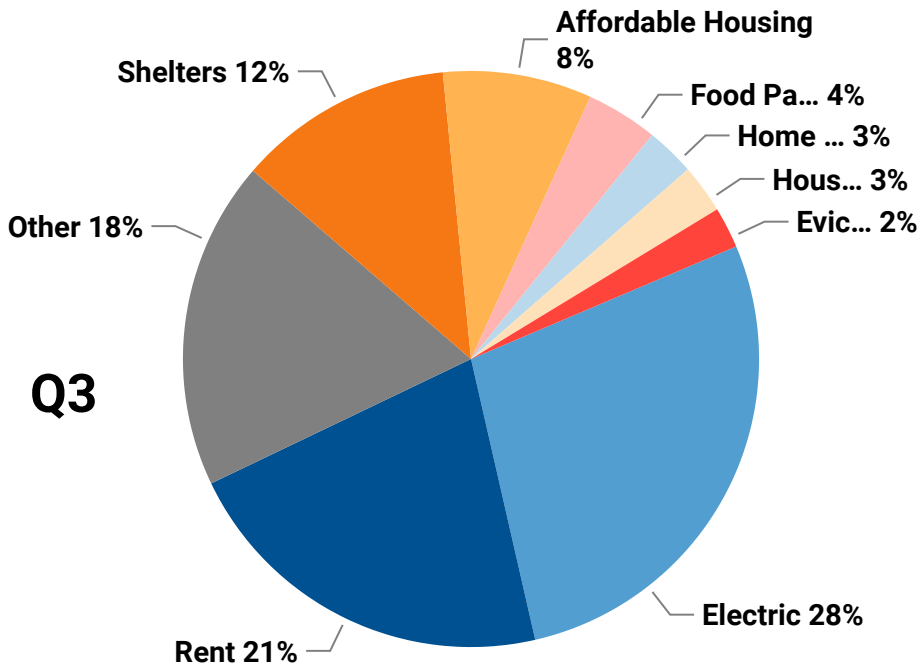
Needs	Q1 Calls	%Change*
Electric	176	38%
Rent	83	144%
VITA Program Sites	81	1250%
Shelters	57	36%
Affordable Housing	41	0%
Food Pantries	28	22%
General Legal Aid	20	100%
Home Rehab.	20	100%
Other	131	28%



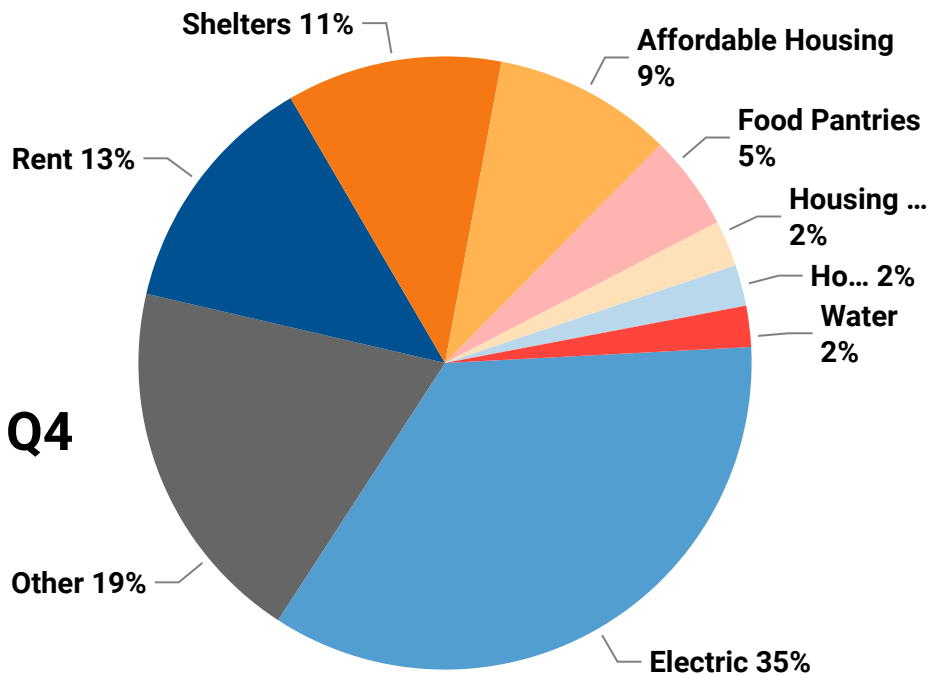
Needs	Q2 Calls	%Change*
Electric	117	-7%
Rent	106	308%
Shelters	69	47%
Affordable Housing	38	15%
General Legal Aid	19	58%
Eviction Prevention Services	17	143%
Food Pantries	17	-39%
Home Rehab.	17	70%
Other	109	-8%

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

## Florence Quarterly Top Needs Overview



Needs	Q3 Calls	%Change*
Electric	193	37%
Rent	149	176%
Shelters	84	87%
Affordable Housing	58	14%
Food Pantries	28	211%
Home Rehab.	19	-5%
Housing Search and Information	19	46%
Eviction Prevention Services	16	300%
Other	128	33%



Needs	Q4 Calls	%Change*
Electric	259	42%
Rent	96	140%
Shelters	84	65%
Affordable Housing	70	94%
Food Pantries	37	68%
Housing Search and Information	18	38%
Home Rehab.	16	23%
Water	16	45%
Other	144	6%

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



## Florence 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 and total overdue bills fluctuated for most of 2023 until Q4, which saw a sharp increase in average overdue Electric bills, and an increase of close to 4 times the total overdue bill amounts from Q3. 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 over \$650K in reported overdue bill amounts from 2022. Averages increased from 2022 in the most reported fields: Electric and Rent Assistance.

Quarter 1			Quarter 2		
Need ▲	Total Overdue	Average Bill	Need ▲	Total Overdue	Average Bill
Electric	\$110,689	\$2,913	Electric	\$35,171	\$1,851
Mortgage	\$10,600	\$5,300	Mortgage	\$900	\$900
Rent	\$52,395	\$3,743	Rent	\$70,846	\$2,834
Water	\$641	\$214	Water	\$5,943	\$1,189
<b>Total</b>	<b>\$174,325</b>	<b>\$3,632</b>	<b>Total</b>	<b>\$112,860</b>	<b>\$2,894</b>

Quarter 3			Quarter 4		
Need ▲	Total Overdue	Average Bill	Need ▲	Total Overdue	Average Bill
Electric	\$88,193	\$2,756	Electric	\$489,208	\$3,470
Gas Utility	\$168	\$168	Gas Utility	\$2,076	\$1,038
Mortgage	\$1,156	\$1,156	Rent	\$187,971	\$4,177
Rent	\$93,720	\$4,260	Water	\$3,623	\$453
Water	\$1,186	\$237	<b>Total</b>	<b>\$682,878</b>	<b>\$3,732</b>
<b>Total</b>	<b>\$184,422</b>	<b>\$3,547</b>			

2022 Total			2023 Total		
Need ▲	Total Overdue	Average Bill	Need ▲	Total Overdue	Average Bill
Electric	\$336,434	\$2,185	Electric	\$723,261	\$3,145
Gas Utility	\$4,641	\$928	Gas Utility	\$2,244	\$748
Mortgage	\$47,118	\$7,853	Mortgage	\$12,656	\$3,164
Rent	\$106,802	\$3,141	Rent	\$404,932	\$3,820
Water	\$8,548	\$475	Water	\$11,393	\$543
<b>Total</b>	<b>\$503,543</b>	<b>\$2,752</b>	<b>Total</b>	<b>\$1,154,485</b>	<b>\$3,597</b>

## 211 Florence Top Needs



Top Needs	Calls	Referrals	%Change*
Electric Service Payment Assistance	745	2,072	29%
Rent Payment Assistance	434	1,139	182%
Shelters	294	679	59%
Affordable Housing	207	266	29%
Food Pantries	110	359	34%
VITA Program Sites	84	84	1100%
Home Rehabilitation Programs	72	10	36%
Housing Search and Information	62	45	32%
General Legal Aid	61	65	69%
Water Service Payment Assistance	57	77	14%
Eviction Prevention Services	56	57	167%
Mortgage	26	39	53%
General Clothing Provision	25	35	25%
Aging and Disability Resource Centers	16	15	-41%
Benefits Screening	16	18	1500%
Clothing	16	0	60%
SNAP	15	16	36%
Administrative Entities	14	13	-44%
Community Action Agencies	13	13	44%
Gas Service Payment Assistance	13	32	-19%
Prescription Expense Assistance	12	25	50%
Protection and Advocacy for Individuals With Disabilities	12	13	140%
Weatherization	12	13	100%
Bus Fare	11	1	22%
Disaster Relief/Recovery Organizations	10	16	25%
Home Delivered Meals	10	15	100%
In Home Assistance	9	21	29%
Job Finding Assistance	9	24	50%
Non-Emergency Medical Transportation	9	7	13%
Soup Kitchens	9	6	80%
Dental Care	8	10	14%
Furniture	8	14	-58%
Air Conditioners	7	0	133%
Appliances	7	6	-13%
Domestic Violence Shelters	7	8	17%
Heaters	7	0	133%
Homelessness Prevention Programs	7	7	-42%
Long Distance Transportation	7	0	600%
Senior Ride Programs	7	5	600%

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

## 211 Florence Top Needs by City



City	Calls	Referrals	%Change*
Florence	1,499	3,570	18%
Lake City	259	619	39%
Timmonsville	127	312	9%
Quinby	106	318	10500%
Johnsonville	78	191	56%
Pamplico	53	120	77%
Scranton	52	106	86%
Effingham	44	94	0%
Olanta	30	72	-17%
Coward	18	46	80%

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

## 211 Florence Top Providers



Top Providers	Referrals
Pee Dee Community Action Partnership	1,237
The Salvation Army of the Pee Dee	1,217
Lighthouse Ministries	1,151
Florence Housing Authority	156
Shelter and Nutrition for All Children	140
Resurrection Restoration Center For The Homeless	139
Courtney McGinnis Graham Community Shelter	132
South Carolina Legal Services	120
House of Hope of the Pee Dee	93
United Way of Florence - VITA Program - 2023	80
Eastern Carolina Housing Organization	54
South Carolina Housing Search	48
Immanuel Apostolic Church	38
SC Homeowner Rescue Program	34
Majority Baptist	32
The Manna House	32
Greenwood Baptist Church - Food Pantry	31
Wesley Chapel UMC - Food Pantry	30
Alston Wilkes Society	29
SC Thrive	26
The South Carolina Department on Aging	23
Friends United - Food Pantry	21
South Carolina Department of Disabilities and Special Needs	21
Catholic Charities	20
Senior Citizens Association	18
Sisters 4 the Future	17
Greater Morning Star Apostolic Ministries #7 - Food Pantry	15
South Carolina Department of Health and Human Services	15
Willie & Betsy Bradford Community Outreach - Food Pantry	15
Lake City Pentecostal Holiness Church - Food Pantry	14





## 211 Florence Demographics

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 area match statewide data. 211 callers in 2023 were mostly female. African Americans were over-represented in 211 data compared to the Florence County population. 48% of callers were in a household with children.

Gender	Calls	% of Respondents*
Female	977	76.87%
Male	294	23.13%

Race-Ethnicity	Calls	% of Respondents*
Black/African American	827	83.37%
White	143	14.42%
Two or More Races	15	1.51%
Hispanic or Latino	3	0.30%
Native American or Alaskan Native	2	0.20%
Asian	1	0.10%
Race/Ethnicity Not Listed	1	0.10%

Household Composition	Calls	% of Respondents*
Single Female with Children	338	31.4%
Single Female	331	30.7%
Single Male	133	12.3%
Couple with children	112	10.4%
Couple without children	102	9.5%
Grandparent with children	37	3.4%
Single Male with Children	25	2.3%

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



## 211 Florence Demographics

83% of callers completed a high school education or higher, falling somewhat below the census average of about 87% for graduates over the age of 25 in the Florence County area.

Most callers' education was at the High School/GED level, and 29% had completed at least some college.

The majority of callers indicated their income fell below the area median household income of about \$56,000 for the Florence County area (as outlined by 2022 census data).

Income Brackets	Calls	% of Respondents*
\$1-\$14,999	314	33.40%
No Income	282	30.00%
\$15,000-\$24,999	218	23.19%
\$25,000-\$34,999	94	10.00%
\$35,000-\$49,999	21	2.23%
\$50,000-\$74,999	10	1.06%
\$100,000-\$149,999	1	0.11%

Education	Calls	% of Respondents*
GED/High School	498	55.0%
Some college	161	17.8%
Less than GED/High School	150	16.6%
Bachelor's degree or higher	49	5.4%
Associate's degree	48	5.3%

Employment Status	Calls	% of Respondents*
Unemployed	353	32.8%
Disabled	277	25.7%
Employed - Full Time	222	20.6%
Retired	87	8.1%
Employed - Part-time	75	7.0%
Employed - Other	49	4.5%
Self-Employed	14	1.3%

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