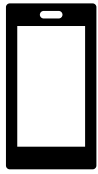


## Tri-County 211 Traffic Overview



**Total Calls**  
**6,843**  
**+8%\***



**Total Referrals**  
**11,026**  
**-4%\***

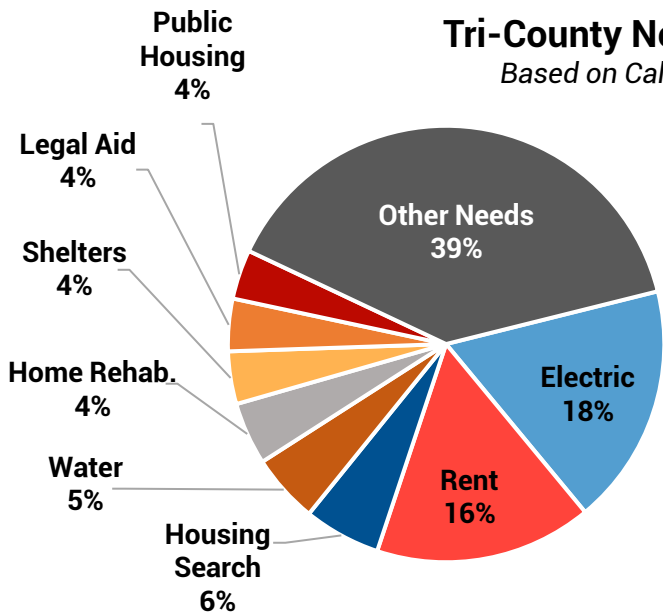
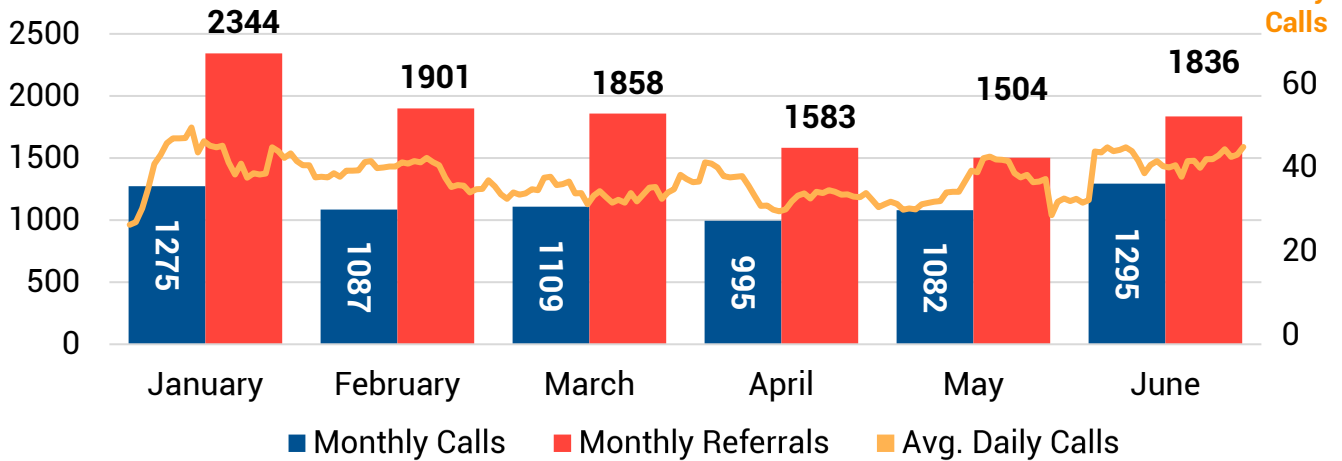


**Website Visits**  
**71,152\*\***  
**+52%\***

**Calls & Referrals**

### Tri-County 211 Activity - Jan-Jun 2022

Monthly Calls (Blue) and Referrals (Red) + 7 day moving avg. of calls (Yellow)



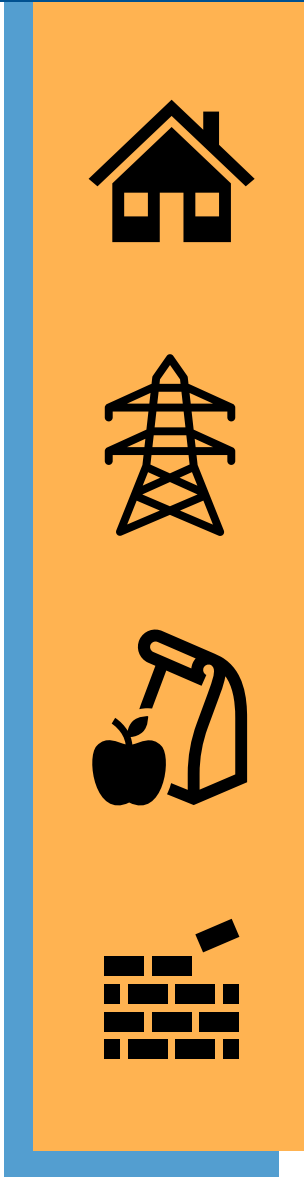
### Tri-County Needs Breakdown

Based on Calls, Jan-Jun 2022

Need	Calls	Change*
Electric Assistance	1,224	-30%
Rent Assistance	1,103	-34%
Housing Search	390	+110%
Water Assistance	350	-24%
Home Rehabilitation	317	+13%
Homeless Shelters	267	-29%
General Legal Aid	266	+199%
Public Housing	251	+74%
Other Needs	2,675	

\* Compared to the same period in 2021  
\*\* SC statewide total

## Tri-County Top Needs (1 Jan - 30 Jun 2022)



Need	Calls	Referrals	Change*
Electric Assistance	1224	2581	-30%
Rent Assistance	1103	2035	-34%
Housing Search	390	447	110%
Water Assistance	350	873	-24%
Home Rehabilitation	317	623	13%
Homeless Shelters	267	170	-29%
General Legal Aid	266	295	199%
Public Housing	251	337	74%
Homelessness Prevention Programs	246	262	2633%
Housing Related Coordinated Entry	237	236	2055%
Landlord/Tenant Assistance	194	194	229%
Food Pantries	177	466	-4%
Transitional Housing	148	110	53%
Extreme Weather Shelters	123	121	720%
Homeless Motel Vouchers	110	63	-60%
Mortgage Assistance	96	127	-34%
Rental Deposit Assistance	83	66	108%
Senior Housing Information and Referral	71	124	92%
Aging and Disability Resource Centers	59	55	-20%
Food Stamps/SNAP	49	50	26%
Rapid Re-Housing Programs	44	35	33%
Furniture	43	39	72%
Prescription Expense Assistance	40	112	43%
Dental Care	39	93	-34%
General Clothing Provision	38	79	65%
Domestic Violence Shelters	37	35	85%
Homeless Permanent Supportive Housing	36	25	200%
Section 8 Housing Choice Vouchers	36	46	64%
Eviction Prevention Legal Assistance	34	50	-21%
Air Conditioners	28	45	27%
Community Clinics	28	59	-22%
Medical Care Expense Assistance	28	32	17%
Outpatient Mental Health Facilities	27	39	35%
Mental Health Evaluation	26	41	-13%
Specialized Information and Referral	25	33	39%
VITA Program Sites	23	35	-50%
Gas Assistance	22	36	5%

\*Indicates the percentage change in number of calls compared to 1 Jan - 30 Jun 2021

The ∞ symbol indicates there were no calls for a service in 2021.

## Tri-County County-Level Summary (1 Jan - 30 Jun 2022)

County	Calls	% Call Change	Referrals	% Referral Change
Charleston	3,999	+14%	6,633	-10%
Berkeley	1,577	+2%	2,304	+8%
Dorchester	1,267	-4%	2,089	+7%

### Referrals by Need and County

Need	Berkeley	Charleston	Dorchester
Electric Assistance	387	1579	615
Rent Assistance	402	1295	338
Water Assistance	121	602	150
Home Rehabilitation	200	357	66
Food Pantries	122	229	115
Housing Search	102	280	65
Public Housing	47	221	69
General Legal Aid	84	159	52
Homelessness Prevention Programs	31	190	41
Housing Related Coordinated Entry	22	172	42
Landlord/Tenant Assistance	55	108	31
Homeless Shelters	38	99	33
Mortgage Assistance	44	33	50
Senior Housing Information and Referral	18	89	17
Extreme Weather Shelters	19	87	15
Prescription Expense Assistance	51	35	26
Transitional Housing	24	71	15
Dental Care	28	41	24
General Clothing Provision	19	49	11
Rental Deposit Assistance	0	65	1
Homeless Motel Vouchers	1	62	0
Community Clinics	23	20	16
Aging and Disability Resource Centers	9	35	11
Eviction Prevention Legal Assistance	11	39	0
Food Stamps/SNAP	8	34	8
Section 8 Housing Choice Vouchers	5	30	11
Air Conditioners	15	15	15
Mental Health Evaluation	19	16	6
Outpatient Mental Health Facilities	24	6	9
Furniture	12	23	4
General Counseling Services	19	10	7
Gas Assistance	17	13	6
Rapid Re-Housing Programs	6	25	4
Domestic Violence Shelters	11	18	6