

Trident 211 Traffic Overview



Total Calls
13,840
-9%*



Total Referrals
22,029
+5%*



Total Texts
2,255



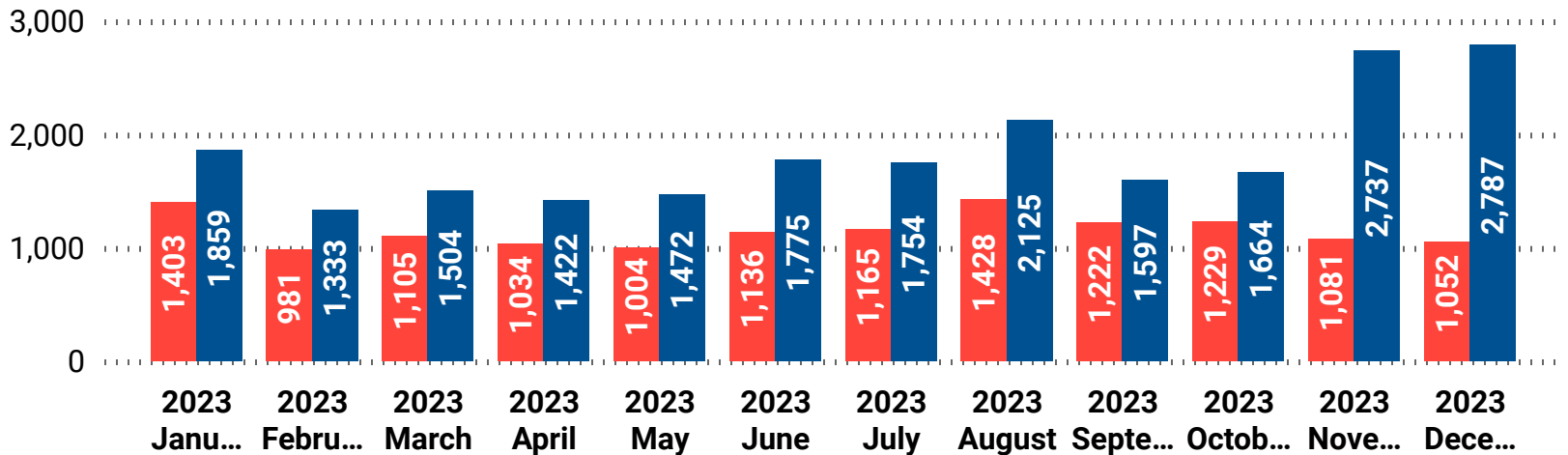
Website Visits
348,701**
+107%*

Total Contacts: 364,796

Trident Calls and Referrals by Month

Jan-Dec 2023

● Calls ● Referrals

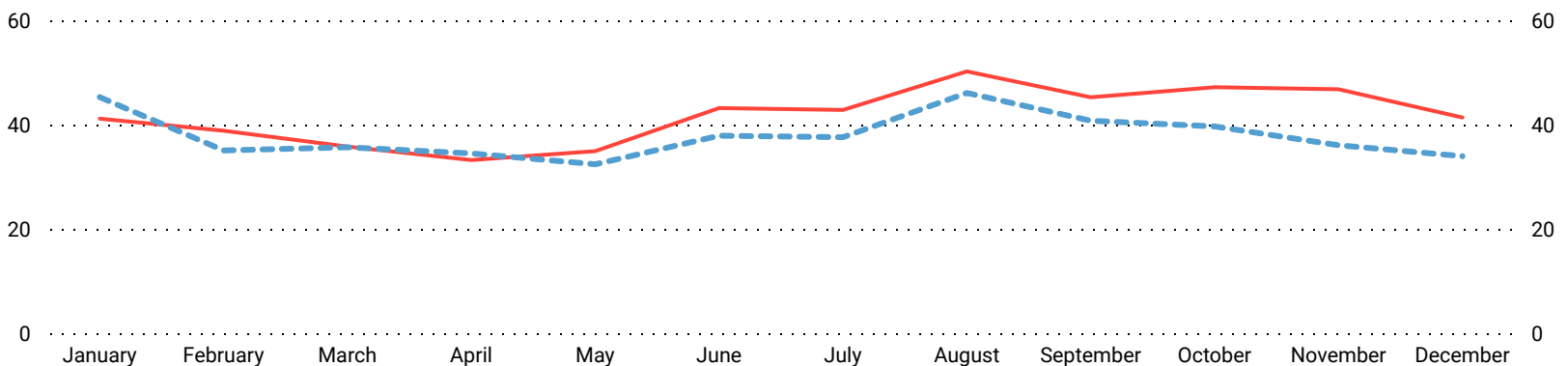


In the first half of 2023, calls to 211 followed seasonal patterns, decreasing through the spring, and rising as summer arrived. **Calls were down 9%** compared to Jan-Dec 2022, though the overall pattern was similar. Call volume was similar to 2022 during the first 5 months of 2023, before falling below during the later half of 2023.

Average Daily Calls

Jan-Dec 2022 v. Jan-Dec 2023

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



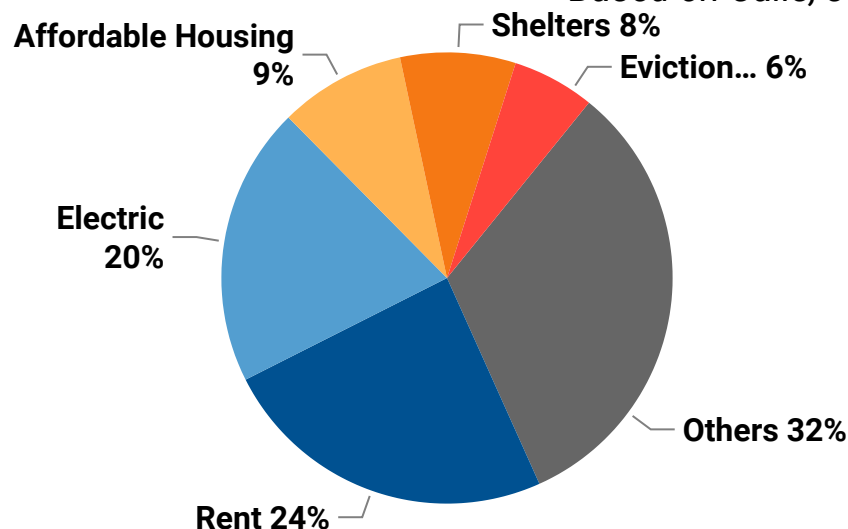
* Compared to previous year, same period

**SC Statewide total

Trident Top Needs Overview

Trident Needs Breakdown

Based on Calls, Jan-Dec 2023



Needs	Calls	Referrals	%Change*
Rent	3,360	4,529	25%
Electric	2,773	4,308	0%
Affordable Housing	1,254	1,784	-1%
Shelters	1,144	1,012	-18%
Eviction Prevention	818	876	117%
Legal Assistance			
Others**	4,491	9,520	-33%
	13,840	22,029	-9%

**See below for further information

Rent and **Electric Assistance** remained the top-requested needs and accounted for **44%** of all calls in the Trident area. Calls for Rent Assistance increase by a quarter, while calls for Electric Assistance remained at the same level as 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 saw decreases in calls, while Eviction Prevention calls doubled. Although, this may be related to the start of specific Eviction Prevention Programs that do not provide general legal services.

Breakdown of Other Needs

Based on Calls, Jan-Dec 2023

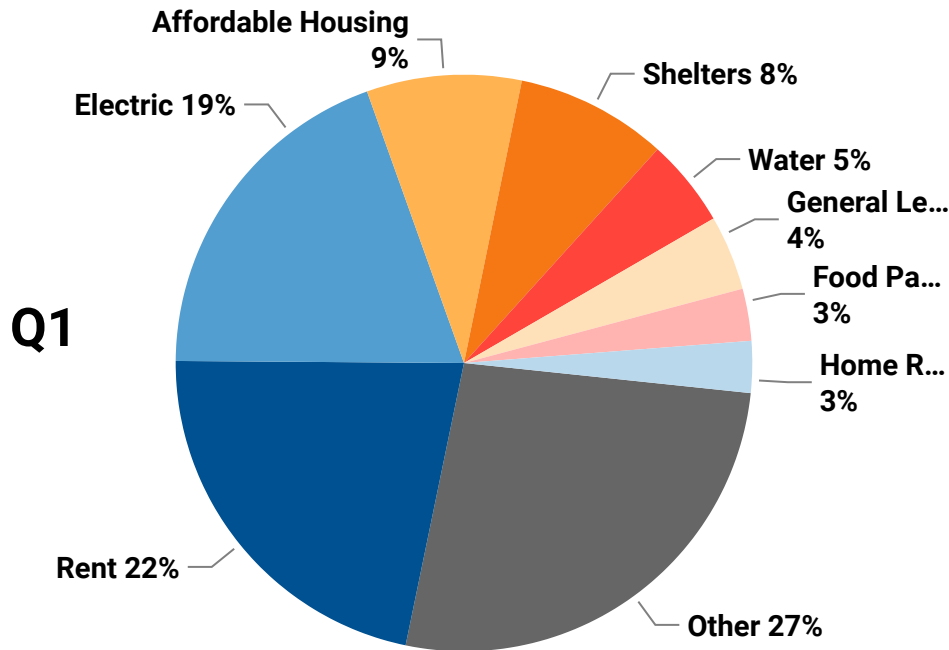
Included in the "Other" category are additional needs presented by 211 callers beyond the top five listed above. Below is a breakdown of the next highest additional needs. Calls for General Legal Aid (typically geared towards eviction legal assistance), Food Pantries, Home Rehabilitation, Eviction Prevention,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

General Legal Aid ***	565
Water Service Payment Assistance	560
Home Rehabilitation Programs	537
Food Pantries	491
Landlord/Tenant Assistance	419
Homelessness Prevention Programs	329
Housing Search and Information	284
Mortgage	201
Aging and Disability Resource Centers	134
SNAP	131

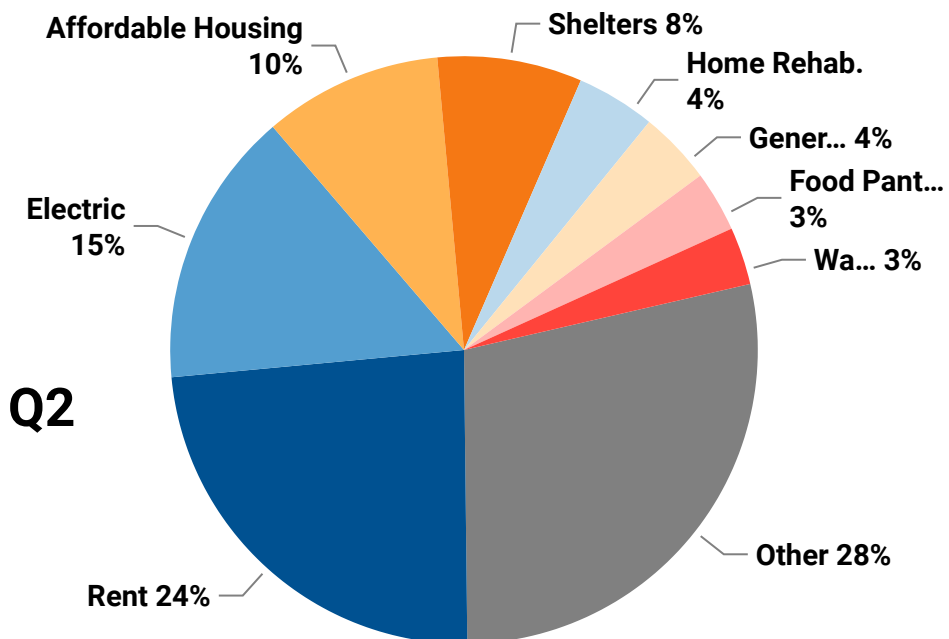
***Legal Aid is primarily for Eviction Related Legal Services

*Compared to previous year's calls, same period

Trident Quarterly Top Needs Overview



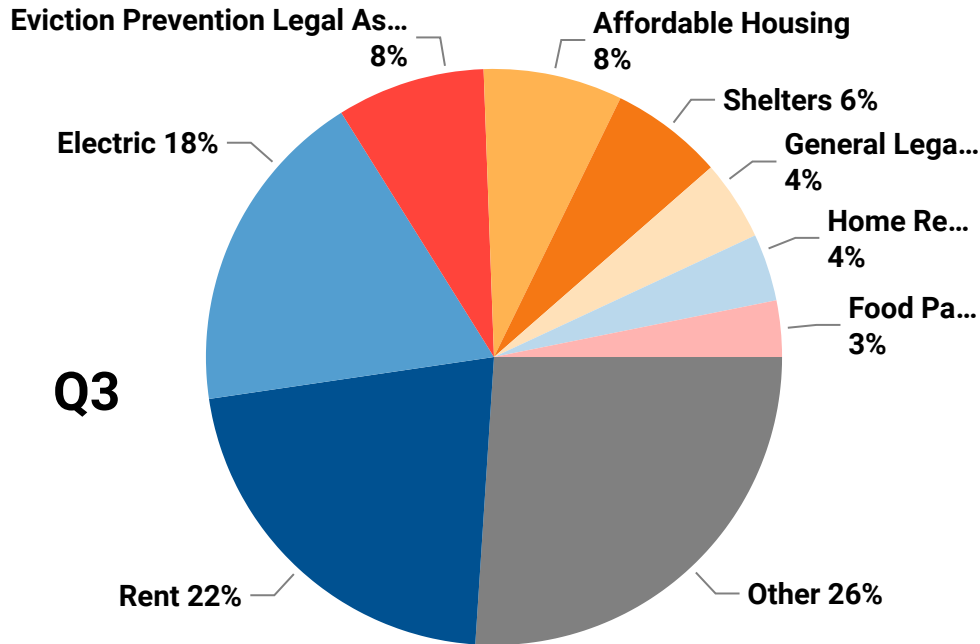
Needs	Q1 Calls	%Change*
Rent	816	34%
Electric	725	-1%
Affordable Housing	324	11%
Shelters	317	-5%
Water	184	10%
General Legal Aid	157	8%
Food Pantries	109	16%
Home Rehab.	108	-30%
Other	992	-10%



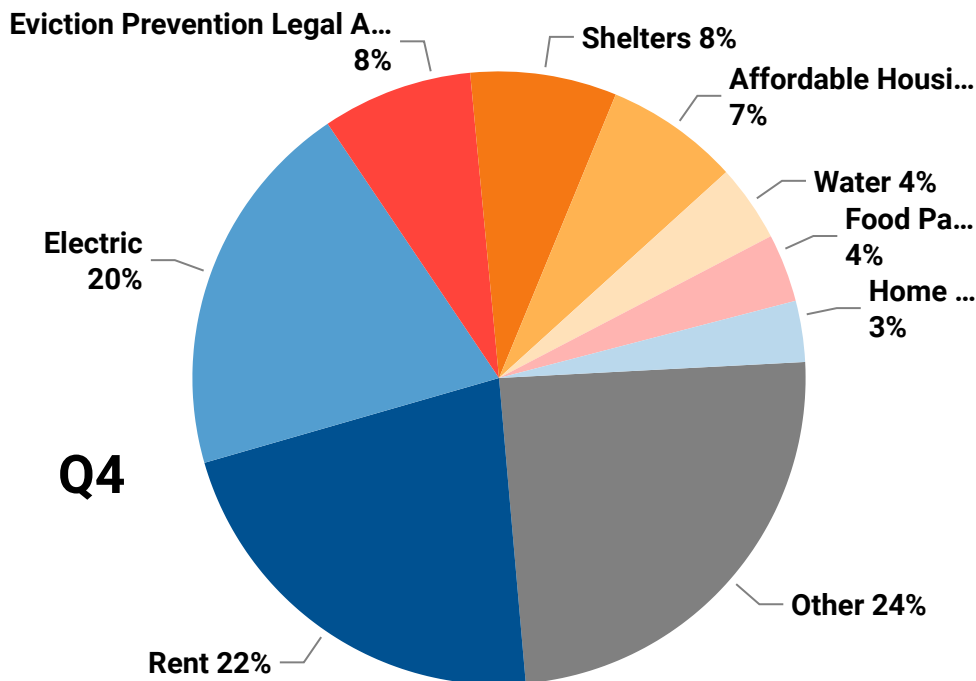
Needs	Q2 Calls	%Change*
Rent	801	62%
Electric	514	4%
Affordable Housing	332	14%
Shelters	269	-9%
Home Rehab.	147	-10%
General Legal Aid	136	13%
Food Pantries	113	36%
Water	107	-41%
Other	961	12%

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

Trident Quarterly Top Needs Overview



Needs	Q3 Calls	%Change*
Rent	939	24%
Electric	800	12%
Eviction Prevention Legal Assistance	361	117%
Affordable Housing	339	-12%
Shelters	275	-36%
General Legal Aid	195	3%
Home Rehab.	164	36%
Food Pantries	137	57%
Other	1,130	-5%



Needs	Q4 Calls	%Change*
Rent	804	-2%
Electric	734	-11%
Eviction Prevention Legal Assistance	291	64%
Shelters	283	-17%
Affordable Housing	259	-13%
Water	149	-41%
Food Pantries	132	27%
Home Rehab.	118	2%
Other	896	-25%

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

Trident 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, aside from Sewer Assistance. 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 \$2M in reported overdue bill amounts from 2022. Averages increased from 2022 in the most reported fields: Electric and Rent.

Quarter 1			Quarter 2		
Need	Total Overdue	Average Bill	Need	Total Overdue	Average Bill
Electric	\$101,123	\$744	Electric	\$102,113	\$858
Gas Utility	\$499	\$250	Mortgage	\$35,371	\$7,074
Mortgage	\$4,782	\$2,391	Rent	\$470,626	\$2,768
Rent	\$325,433	\$1,972	Water	\$10,214	\$538
Sewer Assistance	\$4,500	\$4,500	Total	\$618,324	\$2,325
Water	\$16,289	\$418			
Total	\$452,625	\$1,617			
Quarter 3			Quarter 4		
Need	Total Overdue	Average Bill	Need	Total Overdue	Average Bill
Electric	\$125,336	\$716	Electric	\$509,712	\$1,634
Gas Utility	\$48	\$48	Gas Utility	\$6,600	\$2,200
Mortgage	\$33,529	\$2,395	Mortgage	\$42,747	\$3,053
Rent	\$501,747	\$2,742	Rent	\$1,726,784	\$4,642
Water	\$11,623	\$401	Sewer Assistance	\$250	\$250
Total	\$672,284	\$1,989	Water	\$93,701	\$1,249
			Total	\$2,379,794	\$3,531
2022 Total			2023 Total		
Need	Total Overdue	Average Bill	Need	Total Overdue	Average Bill
Electric	\$649,772	\$960	Electric	\$838,284	\$1,130
Gas Utility	\$14,994	\$833	Gas Utility	\$7,147	\$1,191
Mortgage	\$154,942	\$3,443	Mortgage	\$116,430	\$3,327
Rent	\$1,566,764	\$2,410	Rent	\$3,024,590	\$3,398
Sewer Assistance	\$4,712	\$337	Sewer Assistance	\$4,750	\$2,375
Water	\$159,432	\$670	Water	\$131,826	\$814
Total	\$2,550,615	\$2,057	Total	\$4,123,027	\$2,646

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

**Count of Calls with overdue bills

211 Trident Top Needs by County



County	Calls	Referrals	%Change*
Charleston	5,604	11,348	-4%
Berkeley	2,259	4,360	3%
Dorchester	2,239	4,033	26%

Needs	Berkeley Calls	Charleston Calls	Dorchester Calls	Total
Rent Payment Assistance	871	1,723	766	3,360
Electric Service Payment Assistance	514	1,485	774	2,773
Affordable Housing	319	686	249	1,254
Shelters	221	745	178	1,144
Eviction Prevention Legal Assistance	169	488	161	818
General Legal Aid	146	303	116	565
Water Service Payment Assistance	104	343	113	560
Home Rehabilitation Programs	122	333	82	537
Food Pantries	132	251	108	491
Landlord/Tenant Assistance	108	223	88	419
Homelessness Prevention Programs	60	224	45	329
Housing Search and Information	65	155	64	284
Mortgage	90	69	42	201
Aging and Disability Resource Centers	32	69	33	134
SNAP	36	71	24	131
Benefits Screening	30	53	38	121
Legal Services	37	55	27	119
Furniture	16	47	38	101
Air Conditioners	32	34	17	83
Prescription Expense Assistance	21	34	17	72
Extreme Weather Shelters	11	49	11	71
General Clothing Provision	19	34	17	70
Non-Emergency Medical Transportation	13	31	22	66
Dental Care	11	29	21	61
Domestic Violence Shelters	15	39	6	60
Community Clinics	23	22	11	56
Holiday Programs	14	28	14	56
Home Delivered Meals	9	33	12	54
Gas Money	15	26	10	51
Bus Fare	9	31	7	47

*Compared to previous year's calls, same period

211 Trident Top Needs by City



City	Calls	Referrals	%Change*
North Charleston	4,755	7,108	-15.0%
Summerville	2,637	3,838	-9.8%
Charleston	2,592	4,450	-15.1%
Goose Creek	697	1,206	-14.4%
Ladson	684	1,098	-8.4%
Moncks Corner	534	936	-3.4%
Mount Pleasant	273	541	-2.5%
Hanahan	266	442	-31.4%
Johns Island	246	425	-8.4%
Hollywood	182	330	-1.7%
Saint Stephen	158	282	-17.9%
Saint George	140	222	-38.6%
Ridgeville	102	159	-24.4%
Cross	90	178	-18.2%
Ravenel	60	109	-36.2%
Bonneau	50	85	-37.5%
Huger	50	77	-42.5%
Harleyville	42	78	-35.5%
Wadmalaw Island	41	77	-41.4%
Pineville	39	59	-40.0%
Adams Run	38	60	-20.8%
Dorchester	34	40	-24.4%
Awendaw	27	62	-15.6%
Mc Clellanville	20	30	-51.2%
Reevesville	19	33	-29.6%
Charleston AFB	12	5	-29.4%
Daniel Island	11	29	1000.0%
Jamestown	9	10	0.0%
Cordesville	7	18	-75.0%
Edisto Island	4	6	**
Folly Beach	4	13	-20.0%
Russellville	4	3	100.0%
Sullivans Island	4	4	-20.0%
Pinopolis	3	4	-50.0%
James Island	2	5	100.0%
McClellanville	2	5	**
Grover	1	1	0.0%
Isle Of Palms	1	1	-66.7%

*Compared to previous year's calls, same period

**No data from previous year for comparison