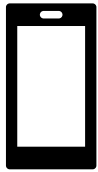


## Tri-County 211 Traffic Overview



**Total Calls**  
13,224  
-3%\*



**Total Referrals**  
24,701  
-25%\*



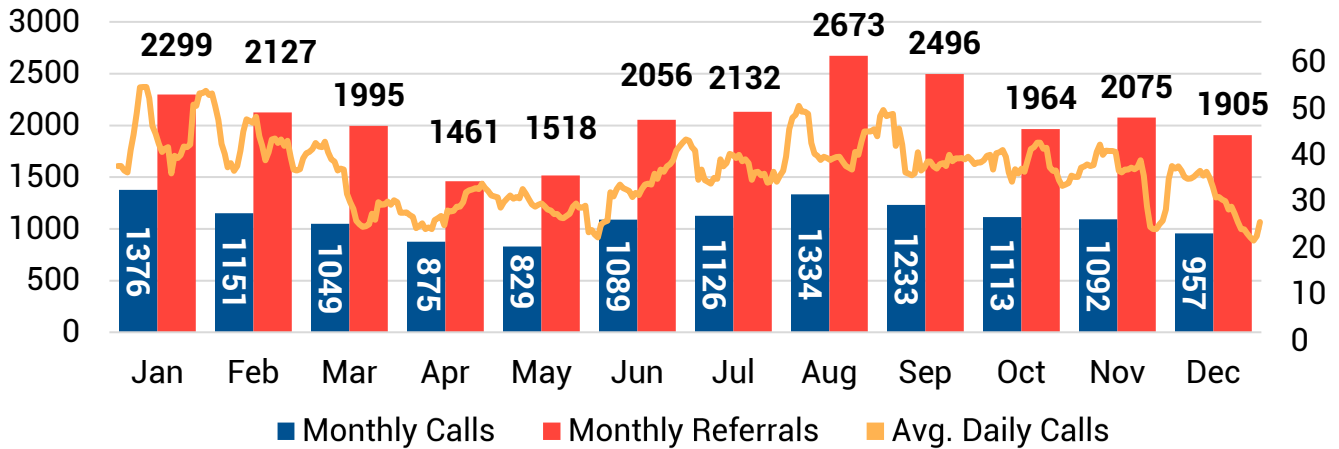
**Website Visits**  
116,184\*\*  
-5%\*

**Calls & Referrals**

### Tri-County 211 Activity - 2021

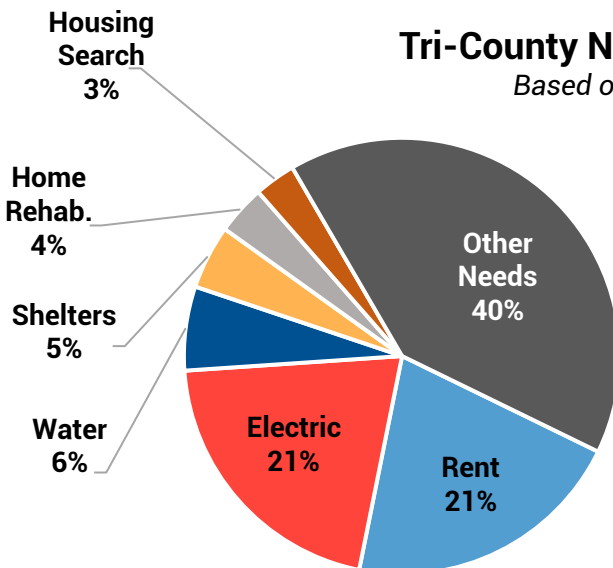
Monthly Calls (Blue) and Referrals (Red) + 7 day moving avg. of calls (Yellow)

**Daily Calls**



### Tri-County Needs Breakdown

Based on Calls, 2021

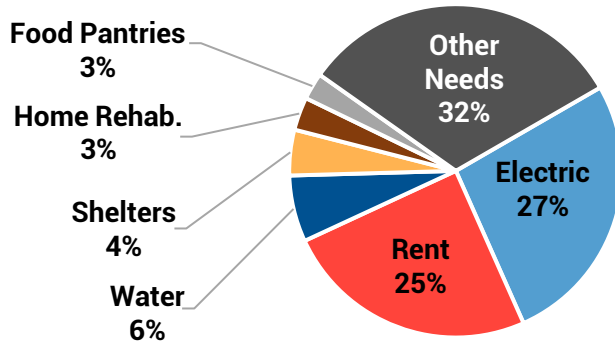


Need	Calls	Referrals	Change*
Rent Assistance	3242	6148	-3%
Electric Assistance	3217	6091	-32%
Water Assistance	964	2564	-1%
Homeless Shelters	734	495	11%
Home Rehabilitation	565	1096	35%
Housing Search	474	676	-3%
Other Needs	6290	7631	

\* Compared to 2020 \*\* SC statewide total

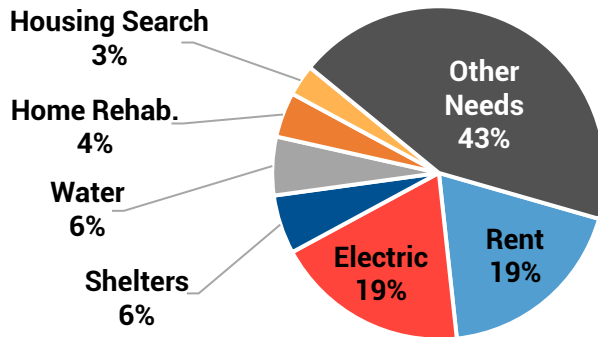
## Tri-County Quarterly Needs Overview

Q1



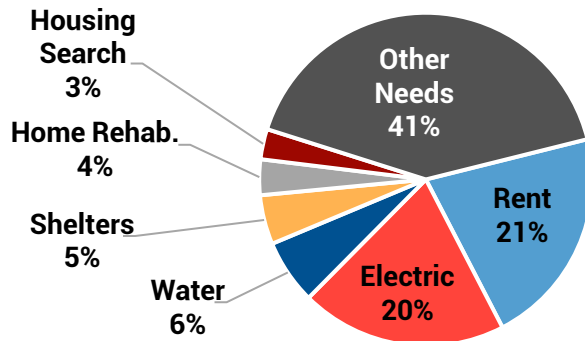
Need	Calls	Change*
Electric Assistance	1108	87%
Rent Assistance	1028	66%
Water Assistance	268	201%
Homeless Shelters	184	17%
Home Rehabilitation	133	45%
Food Pantries	108	-55%
Other Needs	1324	
<b>All Calls</b>	<b>3576</b>	<b>36%</b>

Q2



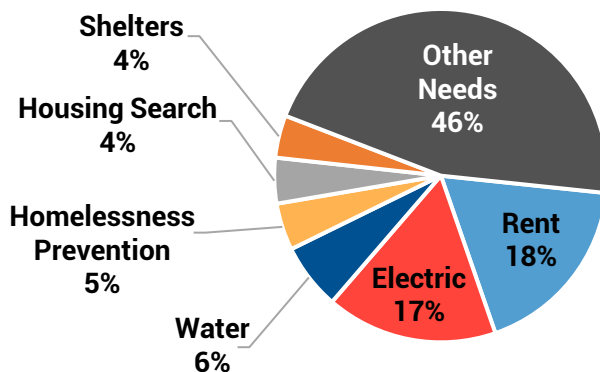
Need	Calls	Change*
Electric Assistance	633	-37%
Rent Assistance	633	2%
Homeless Shelters	192	56%
Water Assistance	191	63%
Home Rehabilitation	147	77%
Housing Search	102	-14%
Other Needs	1463	
<b>All Calls</b>	<b>2793</b>	<b>3%</b>

Q3



Need	Calls	Change*
Rent Assistance	934	1%
Electric Assistance	879	-48%
Water Assistance	275	-2%
Homeless Shelters	210	24%
Home Rehabilitation	152	4%
Housing Search	129	-9%
Other Needs	1809	
<b>All Calls</b>	<b>3693</b>	<b>-9%</b>

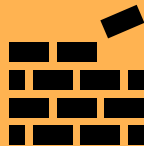
Q4



Need	Calls	Change*
Rent Assistance	647	-45%
Electric Assistance	597	-57%
Water Assistance	230	-52%
Homelessness Prevention Programs	164	4000%
Housing Search	159	73%
Homeless Shelters	148	-31%
Other Needs	1644	
<b>All Calls</b>	<b>3162</b>	<b>-25%</b>

\*Based on calls, compared to the same period in 2020

## Tri-County Top Needs - 2021



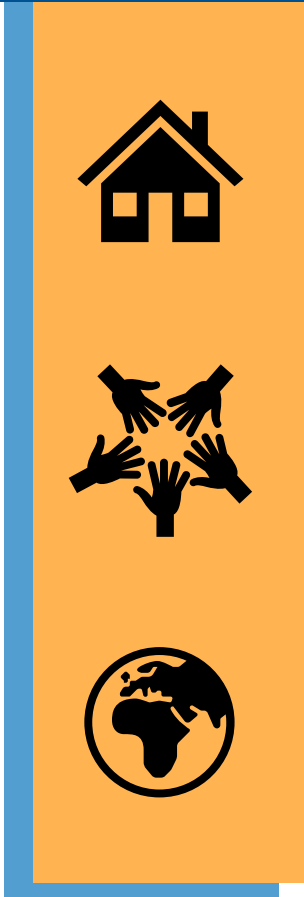
Need	Calls	Referrals	Change*
Rent Assistance	3242	6148	-3%
Electric Assistance	3217	6091	-32%
Water Assistance	964	2564	-1%
Homeless Shelters	734	495	11%
Home Rehabilitation	565	1096	35%
Housing Search	474	676	-3%
Homeless Motel Vouchers	472	448	148%
Food Pantries	343	922	-60%
Public Housing	343	400	204%
Mortgage Assistance	307	589	37%
General Legal Aid	228	324	43%
Transitional Housing/Shelter	203	138	-35%
Eviction Prevention	187	175	-73%
Homelessness Prevention Programs	184	236	922%
Aging and Disability Resource Centers	172	138	43%
Rental Deposit Assistance	126	100	88%
Dental Care	119	282	-6%
Food Stamps/SNAP	96	104	-4%
Landlord/Tenant Assistance	95	96	206%
Senior Housing Information and Referral	90	170	190%
Rapid Re-Housing Programs	88	87	175%
Temporary Financial Assistance	85	77	42%
Eviction Prevention Legal Assistance	77	98	17%
Furniture	69	41	-14%
Prescription Expense Assistance	66	176	-16%
Housing Related Coordinated Entry	65	70	41%
General Clothing Provision	60	135	-5%
Community Clinics	59	132	-35%
Medicaid	55	65	77%
Air Conditioners	52	71	-24%
Medical Care Expense Assistance	52	63	2%
Medical Equipment/Supplies	50	85	56%
Mental Health Evaluation	49	64	-21%
VITA Program Sites	49	56	53%
Extreme Weather Shelters	48	44	-13%

\*Indicates the percentage change in number of calls compared to 2020.

## Tri-County Top Needs by County - 2021

Need	Berkeley Calls	Charleston Calls	Dorchester Calls
Rent Assistance	792	1725	725
Electric Assistance	671	1707	839
Water Assistance	166	657	141
Homeless Shelters	172	432	130
Home Rehabilitation	115	349	101
Housing Search	115	255	104
Homeless Motel Vouchers	88	303	81
Public Housing	72	183	88
Food Pantries	80	177	86
Mortgage Assistance	117	96	94
General Legal Aid	44	146	38
Transitional Housing/Shelter	37	124	42
Eviction Prevention	61	82	44
Homelessness Prevention Programs	30	119	35
Aging and Disability Resource Centers	40	89	43
Rental Deposit Assistance	18	94	14
Dental Care	26	65	28
Food Stamps/SNAP	28	50	18
Landlord/Tenant Assistance	27	53	15
Senior Housing Information and Referral	26	52	12
Rapid Re-Housing Programs	21	40	27
Temporary Financial Assistance	26	42	17
Eviction Prevention Legal Assistance	12	52	13
Furniture	17	42	10
Prescription Expense Assistance	18	32	16
Housing Related Coordinated Entry	11	42	12
General Clothing Provision	11	38	11
Community Clinics	20	21	18
Medicaid	14	24	17
Air Conditioners	23	19	10
Medical Care Expense Assistance	13	25	14
Medical Equipment/Supplies	17	22	11
Mental Health Evaluation	14	27	8
VITA Program Sites	14	26	9
Extreme Weather Shelters	10	27	11
Weatherization Programs	12	29	5
Home Delivered Meals	8	27	9
Clothing	9	25	10
Crisis Intervention Hotlines/Helpines	11	26	7
Domestic Violence Shelters	14	21	8

## Traffic by City/Town - 2021



City Name	Calls	Referrals	Change*
North Charleston	4592	9314	3%
Charleston	2557	5405	13%
Summerville	2290	3856	-2%
Goose Creek	685	985	-12%
Ladson	659	978	9%
Moncks Corner	592	860	-14%
Hanahan	271	430	-10%
Mount Pleasant	255	515	-12%
Johns Island	199	407	-19%
Hollywood	137	260	-13%
Saint George	128	189	-28%
Saint Stephen	125	206	-47%
Ridgeville	117	182	-5%
Cross	87	126	-37%
Ravenel	74	171	-46%
Huger	70	133	-40%
Mc Clellanville	59	111	4%
Bonneau	54	87	-53%
Harleyville	46	64	-13%
Pineville	41	68	-50%
Dorchester	39	65	-28%
Adams Run	30	46	-3%
Awendaw	30	81	-17%
Charleston AFB	18	33	20%
Reevesville	15	15	-50%
Jamestown	14	37	-13%
Wadmalaw Island	12	32	-61%
Folly Beach	6	11	0%
Isle Of Palms	5	5	25%
Cordesville	4	8	-64%
Pinopolis	3	5	0%
Grover	2	3	100%
Sullivans Island	2	7	-33%
Bowman	1	1	∞
Branchville	1	0	∞
Edisto Island	1	1	-67%
James Island	1	2	0%
Lincolnton	1	0	0%
Russellville	1	2	0%

\*Indicates the percentage change in number of calls compared to 2020.

The ∞ symbol indicates that there were no calls to 211 from the city/town in 2020.

City name is converted from caller ZIP Code in most cases.