

United Way's 211 - Mid Year Report

Trident United Way | Jan 1-Jun 30 2023



Trident United Way 211 Traffic Overview



Total Calls

6,666

-3%*



Total Referrals

9,366

-15%*



Total Texts

918



Website Visits

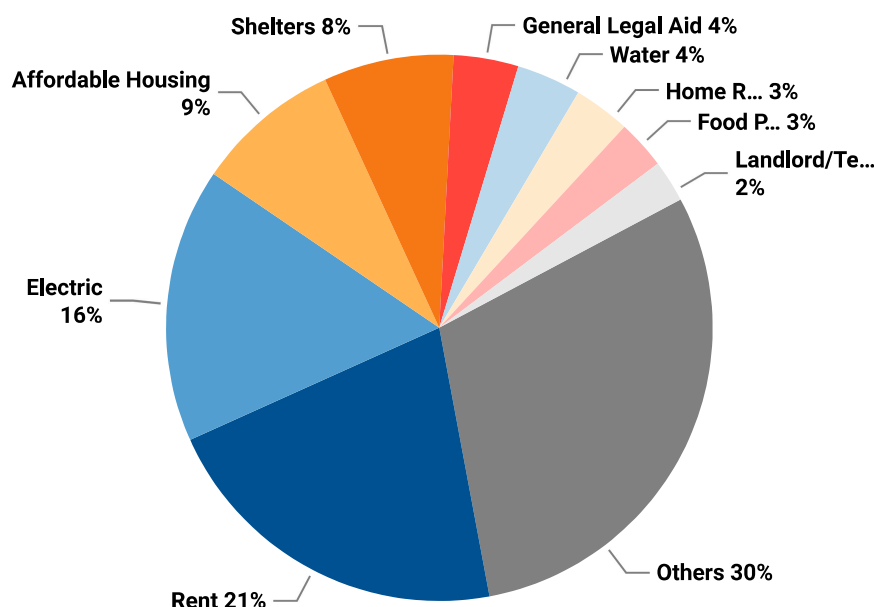
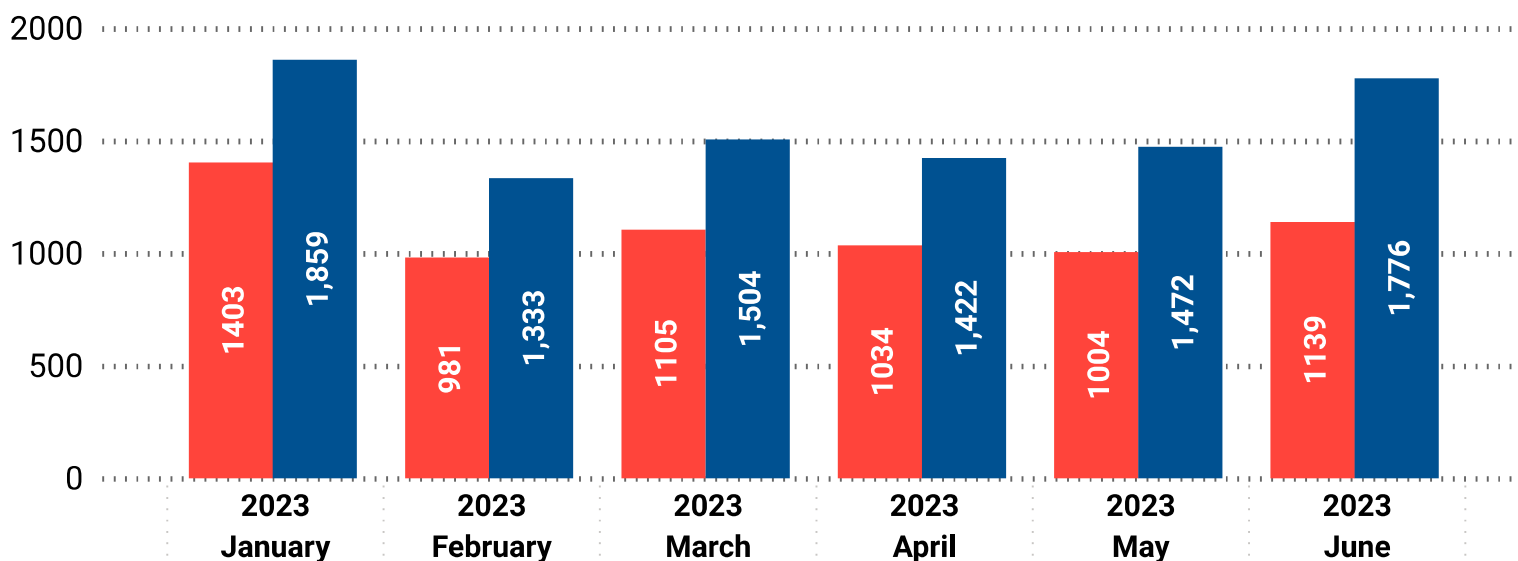
120,297**

+69%*

Calls and Referrals by Month

Jan-Jun 2023

● Total Calls ● Total Referrals



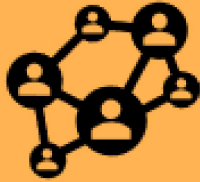
Top Needs Jan-Jun 2023

Needs	Calls	%Change*
Rent Payment Assistance	1,617	47%
Electric Service Payment Assistance	1,239	1%
Affordable Housing	656	13%
Shelters	586	-7%
General Legal Aid	293	10%
Water Service Payment Assistance	291	-17%
Home Rehabilitation Programs	255	-20%
Food Pantries	222	25%
Landlord/Tenant Assistance	189	-3%
Homelessness Prevention Programs	178	-28%

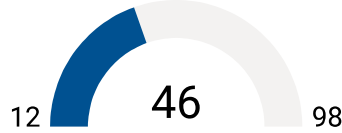
* Compared to previous year, same period

**SC Statewide total

Trident United Way 211 Demographics



Average Age



Race-Ethnicity	Calls	%*
Black/African American	2,051	71.6%
White	626	21.8%
Hispanic or Latino	83	2.9%
Two or More Races	76	2.7%
Race/Ethnicity Not Listed	13	0.5%
American Indian or Alaska Native	11	0.4%
Asian	4	0.1%
Native Hawaiian or Other Pacific Islander	2	0.1%

Education	Calls	%*
GED/Highschool	1,211	48.6%
Some college	562	22.6%
Less than GED/High School	408	16.4%
Associate's degree	165	6.6%
Bachelor's degree or higher	144	5.8%

Health Insurance	Calls	%*
Yes	2,389	74.5%
No	817	25.5%

Gender	Calls	%*
Female	2,974	75.67%
Male	955	24.30%
Transgender	1	0.03%

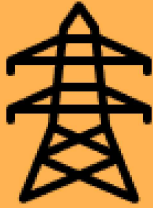
Income Brackets	Calls	%*
No Income	820	33.06%
\$1-\$14,999	727	29.31%
\$15,000-\$24,999	486	19.60%
\$25,000-\$34,999	268	10.81%
\$35,000-\$49,999	133	5.36%
\$50,000-\$74,999	42	1.69%
\$75,000-\$99,999	3	0.12%
\$100,000-\$149,999	1	0.04%

Household Composition	Calls	%*
Single Female	1,087	32.4%
Single Female with Children	949	28.3%
Single Male	565	16.8%
Couple with children	329	9.8%
Couple without children	275	8.2%
Grandparent with children	89	2.7%
Single Male with Children	61	1.8%

Employment Status	Calls	%*
Unemployed	1,092	33.1%
Employed - Full Time	902	27.3%
Disabled	792	24.0%
Retired	235	7.1%
Employed - Part-time	224	6.8%
Self-Employed	38	1.2%
Employed - Other	20	0.6%

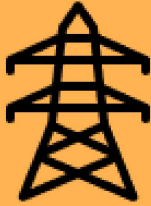
* All demographic percentages are based on callers who opted into the 211 demographic survey.

Trident United Way 211 City Breakdown



City	Calls	Referrals
North Charleston	2,378	2,983
Summerville	1,271	1,629
Charleston	1,244	1,974
Goose Creek	310	483
Ladson	305	445
Moncks Corner	257	406
Hanahan	131	190
Mount Pleasant	130	249
Johns Island	115	198
Hollywood	77	136
Saint George	57	82
Saint Stephen	54	86
Ridgeville	41	50
Cross	40	66
Huger	29	41
Ravenel	28	44
Bonneau	25	41
Wadmalaw Island	23	41
Dorchester	21	27
Adams Run	20	31
Pineville	20	31
Harleyville	18	24
Awendaw	15	32
Reevesville	13	21
Mc Clellanville	11	15
Charleston AFB	10	1
Jamestown	6	9
Cordesville	4	12
Folly Beach	3	10
Russellville	3	1
Pinopolis	2	0
Sullivans Island	2	2
Edisto Island	1	2
Isle Of Palms	1	1
James Island	1	3

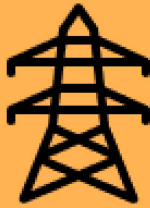
Trident United Way 211 Top Needs



Top Needs	Calls	Referrals	%Call Change*
Rent Payment Assistance	1,617	1,784	47%
Electric Service Payment Assistance	1,239	1,660	1%
Affordable Housing	656	892	13%
Shelters	586	507	-7%
General Legal Aid	293	330	10%
Water Service Payment Assistance	291	401	-17%
Home Rehabilitation Programs	255	509	-20%
Food Pantries	222	642	25%
Landlord/Tenant Assistance	189	191	-3%
Homelessness Prevention Programs	178	170	-28%
Eviction Prevention Legal Assistance	166	206	388%
Housing Search and Information	151	129	-38%
Mortgage	81	122	-16%
Legal Services	80	100	700%
Aging and Disability Resource Centers	76	67	29%
SNAP	70	76	43%
Furniture	54	27	26%
Non-Emergency Medical Transportation	41	22	173%
VITA Program Sites	41	46	78%
Prescription Expense Assistance	38	97	-5%
Dental Care	35	83	-10%
Independent Living Communities/Complexes	35	25	775%
Domestic Violence Shelters	31	22	-16%
Extreme Weather Shelters	30	19	-76%
Air Conditioners	28	60	0%
Medical Care Expense Assistance	28	30	0%
Benefits Screening	26	36	189%
Outpatient Mental Health Facilities	26	36	-4%
General Clothing Provision	25	45	-34%
Mental Health Evaluation	25	40	-4%
Weatherization	24	36	60%
Home Delivered Meals	23	32	77%
Job Finding Assistance	23	41	130%
Clothing	22	9	100%
Community Clinics	22	39	-21%
Gas Service Payment Assistance	22	27	0%

* Compared to previous year, same period
*Blank percentages indicate needs with no data from previous year

Trident United Way 211 County Breakdown



County	Calls	% Call Change*	Referrals	% Referral Change*
Charleston	3,789	-5%	5,294	-20%
Dorchester	1,446	14%	1,882	-10%
Berkeley	1,431	-9%	2,190	-5%
Total	6,666	-3%	9,366	-15%

Calls by Top Needs and County

Needs	Berkeley	Charleston	Dorchester	Total
Rent Payment Assistance	425	857	335	1,617
Electric Service Payment Assistance	232	670	337	1,239
Affordable Housing	168	350	138	656
Shelters	123	366	97	586
General Legal Aid	78	159	56	293
Water Service Payment Assistance	46	191	54	291
Home Rehabilitation Programs	58	160	37	255
Food Pantries	52	110	60	222
Landlord/Tenant Assistance	49	104	36	189
Homelessness Prevention Programs	26	130	22	178
Eviction Prevention Legal Assistance	50	80	36	166
Housing Search and Information	38	77	36	151
Mortgage	37	22	22	81
Legal Services	24	38	18	80
Aging and Disability Resource Centers	17	38	21	76
SNAP	23	37	10	70
Furniture	4	24	26	54
Non-Emergency Medical Transportation	10	18	13	41
VITA Program Sites	12	21	8	41
Prescription Expense Assistance	10	21	7	38
Dental Care	5	19	11	35
Independent Living Communities/Complexes	9	19	7	35
Domestic Violence Shelters	9	19	3	31
Extreme Weather Shelters	4	22	4	30
Air Conditioners	11	14	3	28
Medical Care Expense Assistance	7	10	11	28
Benefits Screening	5	11	10	26
Outpatient Mental Health Facilities	9	7	10	26
General Clothing Provision	6	12	7	25
Mental Health Evaluation	10	7	8	25

* Compared to previous year, same period