

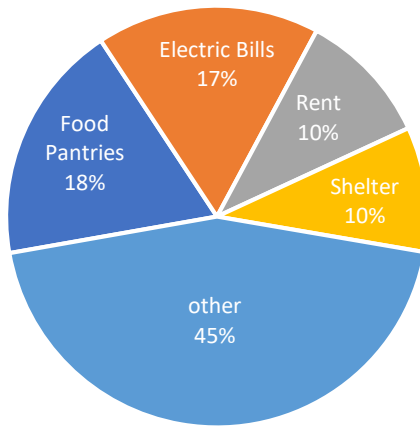
# 211 Report: March 2020

## United Way of Florence County



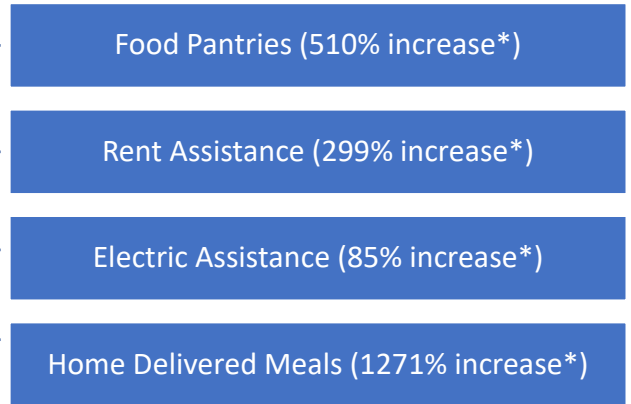
### Top Need Comparison

Florence (146 Needs Identified)



(percentage of total calls)

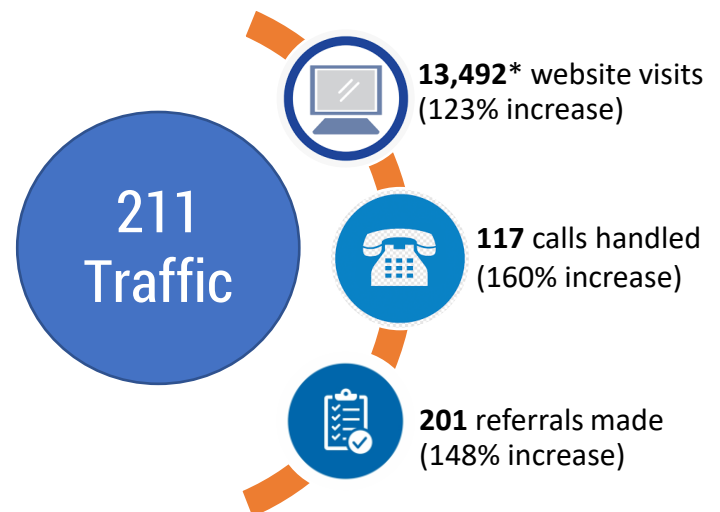
### South Carolina



\*statewide increase in request

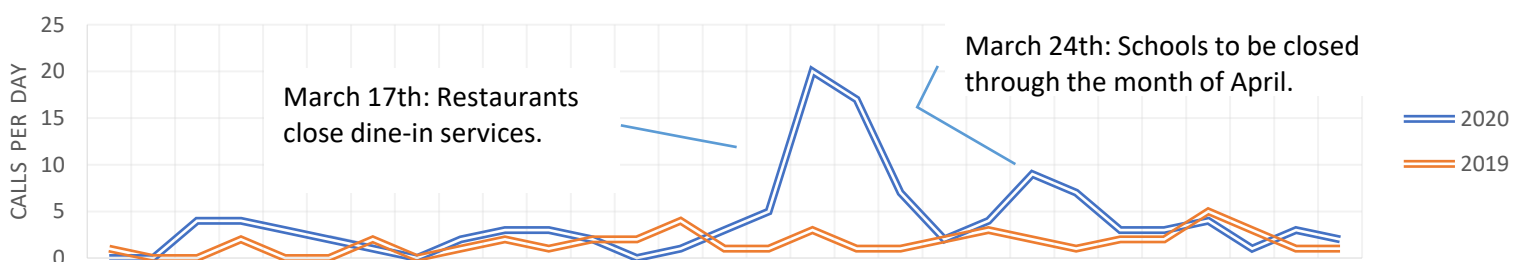
### 211 Services and Referrals

Most Referred Service Providers	Referrals
The Salvation Army of Florence County	51
Pee Dee Community Action Partnership	31
Sisters 4 the Future	21
Lighthouse Ministries	15
Shelter and Nutrition for All Children	13
Goodwill Career Opportunity Center	11
SC Works Center - Florence County	9
South Carolina Housing Search	4
South Carolina Department of Social Services	4



\*not specific to location

### Call Volume in Florence County



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March 15<sup>th</sup> – March 31<sup>st</sup>

211 call volume doubles in the second half of March.

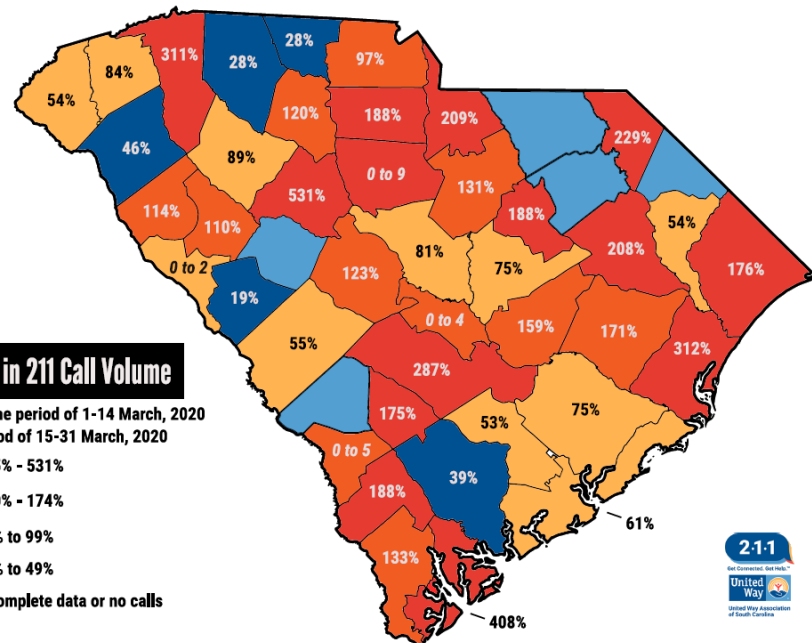
New [COVID-19](#) portal built at SC211.ORG to organize and increase access to COVID-19 related resources.

New [Resource Guide](#) created for agencies to self-report changes to operations during pandemic.

New [Training Website](#) built to assist with AmeriCorps Member training to assist with COVID-19 updates.

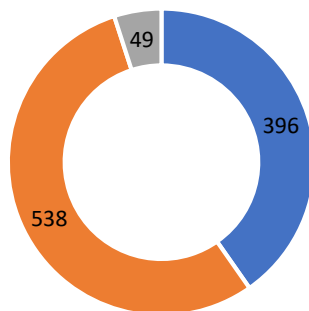
New [COVID-19 Impact Survey](#) created to assist with resource navigation and data collection related to impact, unmet needs, and contact info for follow up.

211 analyzes and reports basic need data to various agencies and media outlets to raise awareness and assist with response efforts in the community.



## Resource Management & Navigation

### 983 Service Providers Updated



■ Detailed Audit ■ Update/Modification ■ Records Created

Callers can dial 211 to speak with a resource navigator or select one of the following options to connect with any of these specialized services:

- DHEC Care Line (*new*)
- Area Agency on Aging
- VITA Appointment line
- Child Care Resource and Referral
- CARES Act Overview (*new audio recording*)
- United Way of Greenville County Coronavirus Response hotline (*new*)

United Way's 211 is partnering with Local United Ways, AmeriCorps Members, Volunteers, and other Public & Nonprofit Entities to ensure 211 resources remain current, comprehensive, and useful throughout this pandemic. All service providers are being contacted to (1) update current operations and services during the pandemic, (2) enhance record data for easier access to resources, and to (3) schedule an estimated time to update the record a second time once normal operations resume.

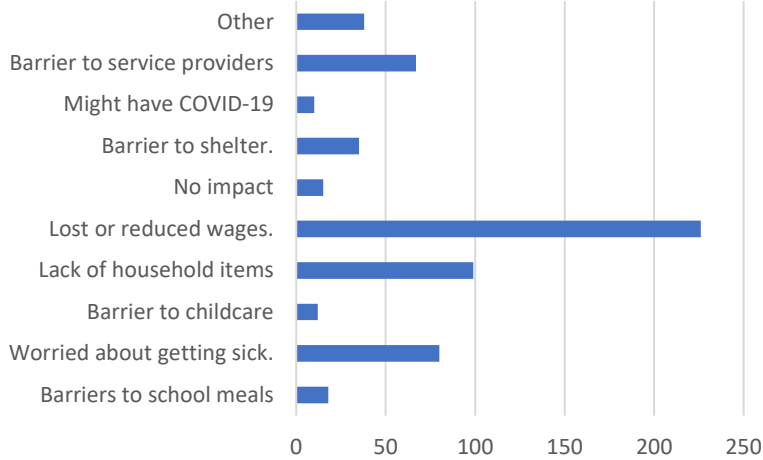
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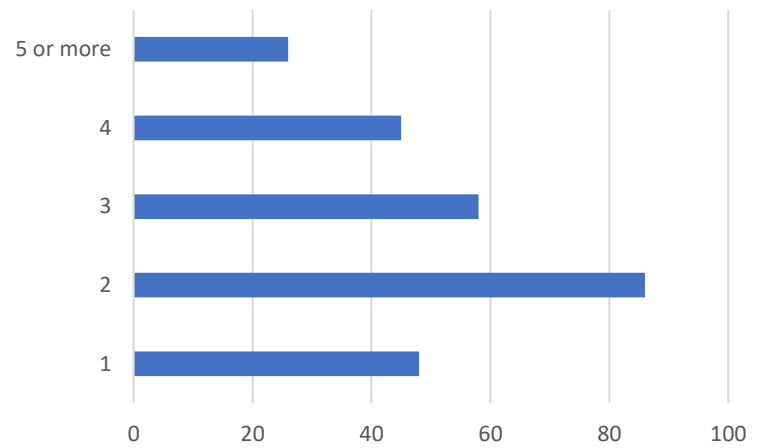


### COVID-19 Impact Assessment (Statewide Sample)

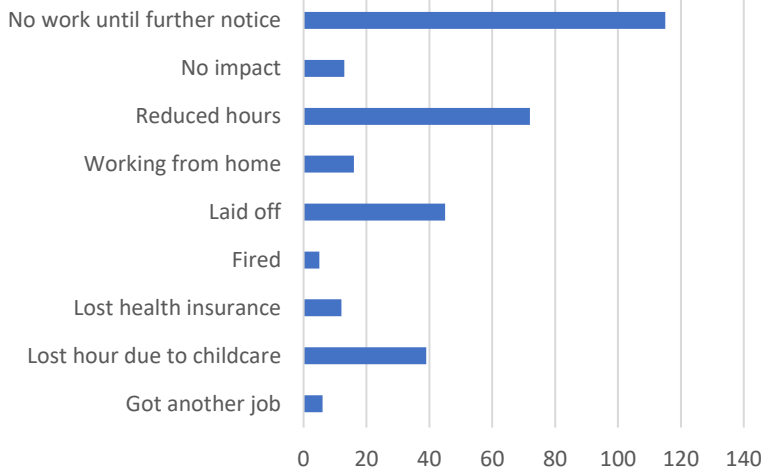
General Impact



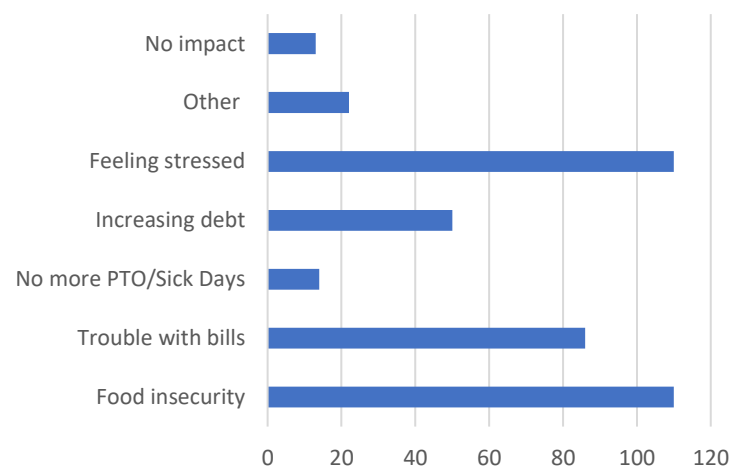
Household Size (713 total Individuals)



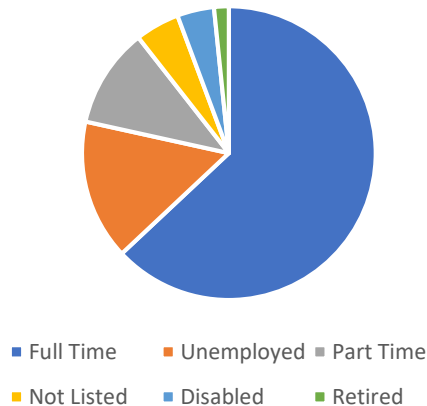
Change in Employment



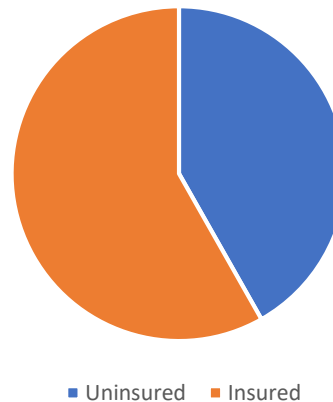
Impact due to lost wages



Employment Status (Before Impact)



Medical Insurance



Identified Gender

