

# United Way's 211 – Mid-Year Report

United Way Association of South Carolina | 1 Jan - 30 Jun 2020



## 211 Statewide Traffic Overview



**Total Calls**

**28,221**

**-3%\***



**Total Referrals**

**47,241**

**+9%\***



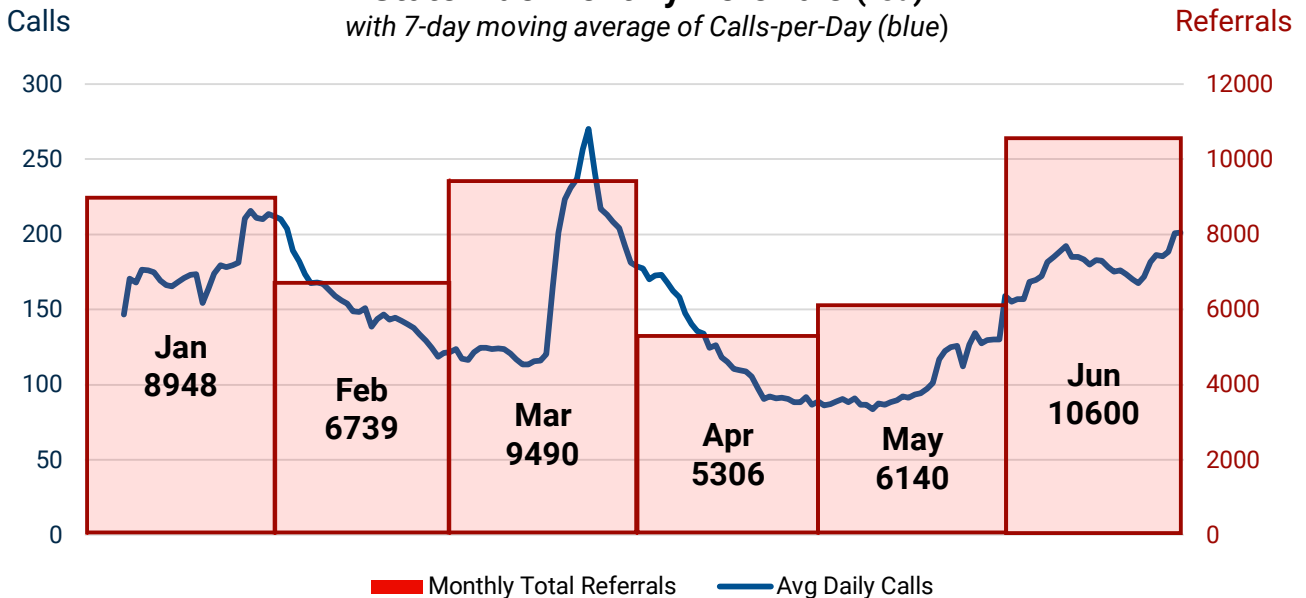
**Website Visits**

**59,921\*\***

**+22%\***

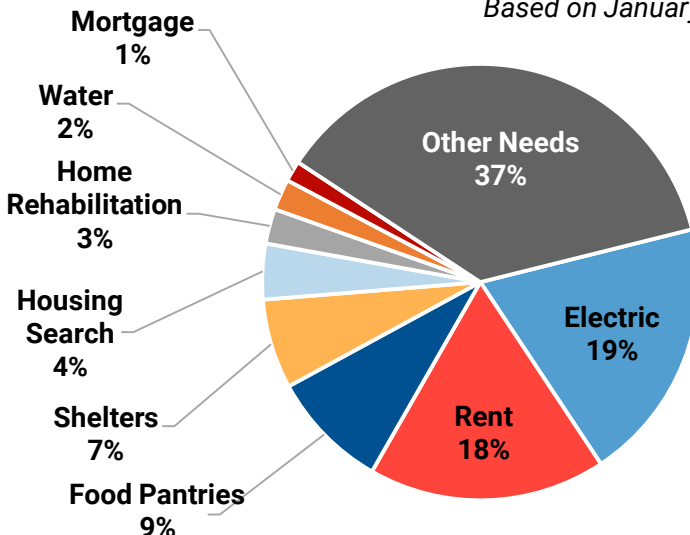
### Statewide Monthly Referrals (red)

with 7-day moving average of Calls-per-Day (blue)



### Statewide Need Breakdown

Based on January – June 2020 Calls



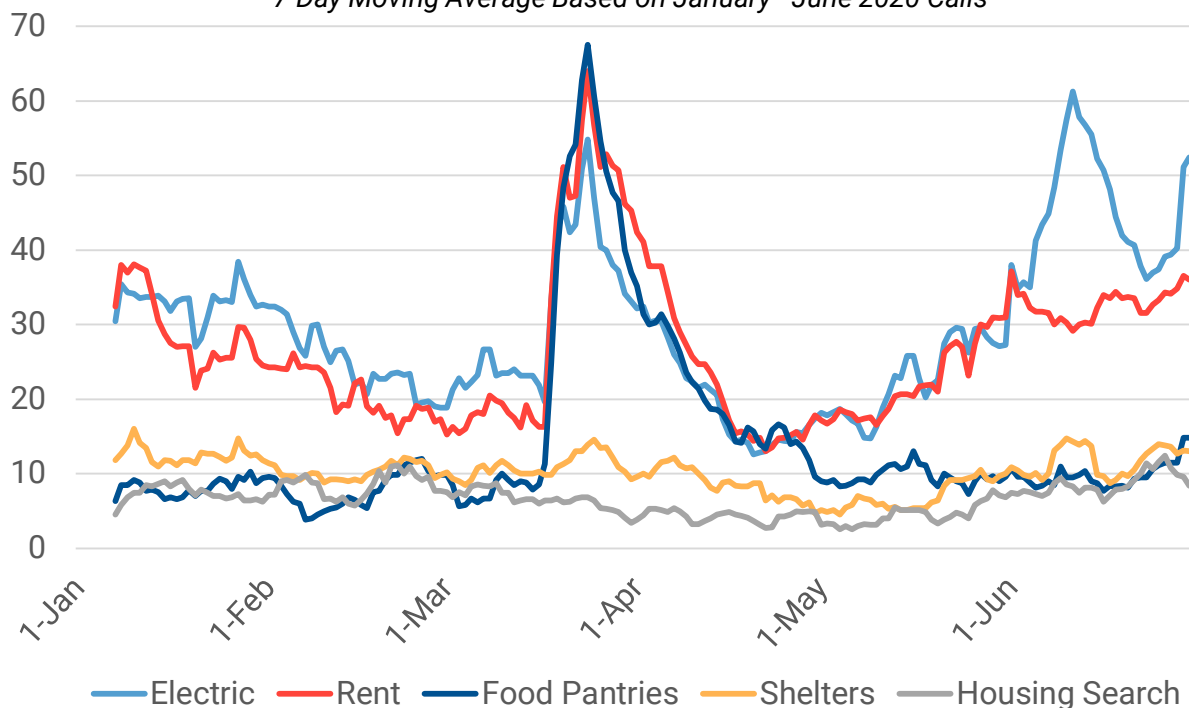
Need	Calls	Referrals	Change***
Electric Assist.	5330	13224	<b>+23%</b>
Rent Assist.	4792	9304	<b>+39%</b>
Food Pantries	2395	6203	<b>+77%</b>
Shelters	1809	3131	-20%
Housing Search	1124	1686	-37%
Home Rehab.	704	1069	-36%
Water Assist.	626	1421	<b>+3%</b>
Mortgage Assist.	417	802	<b>+1%</b>
Other Needs	10037	10383	-14%

\* Compared the same period in 2019 \*\*SC statewide total \*\*\*Based on calls, compared to the same period in 2019

## 211 Statewide Top Needs

### Statewide Daily Calls (Top Needs)

7-Day Moving Average Based on January - June 2020 Calls



## 211 Resource Maintenance Summary

**New Agency Records: 162**  
**New Agency Programs: 762**  
**Agencies Updated: 2,363**

Service Description	Increase
Food Pantries	33%
Job Finding Assistance	33%
Training/Employment Prg.	27%
Community Shelters	14%
Soup Kitchens	13%
Community Clinics	9%
Gas Assistance	9%
Rent Assistance	8%
Mental Health Evaluation	8%
Water Assistance	7%
Electric Assistance	6%

During the first half of 2020, the SC 211 resource team has been working to improve the number and quality of service providers in the 211 database.

Data gathered by 211 during COVID-19 have informed the team's efforts, and most of the database additions have been focused directly at mitigating the effects of COVID-19 in SC.

Thanks to partnerships across the state, there are 33% more Food Pantry resources in the database, and 211 is more ready than ever to assist with food insecurity.

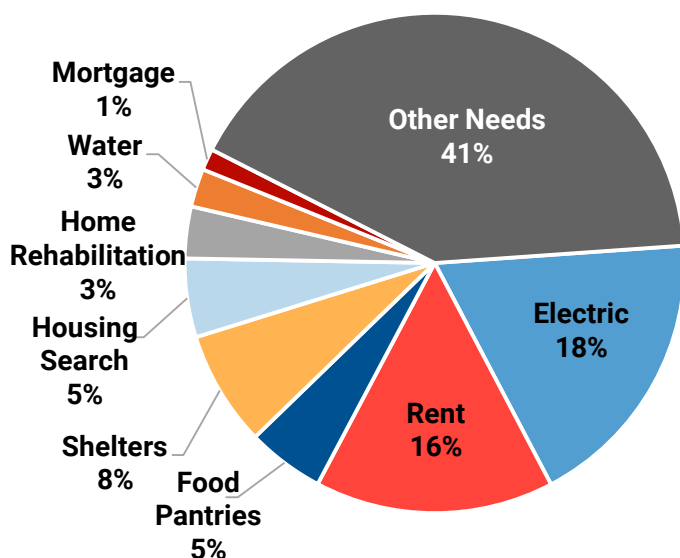
Many other basic needs, employment, and health services have been added, leading to meaningful increases in resource availability across South Carolina.

## COVID-19 Impact: Community Needs

After COVID-19, a greater portion of 211 callers have requested basic needs services, especially food and housing-related financial assistance. Non-urgent services have accounted for a smaller portion of 211 calls and referrals in the post-COVID time period.

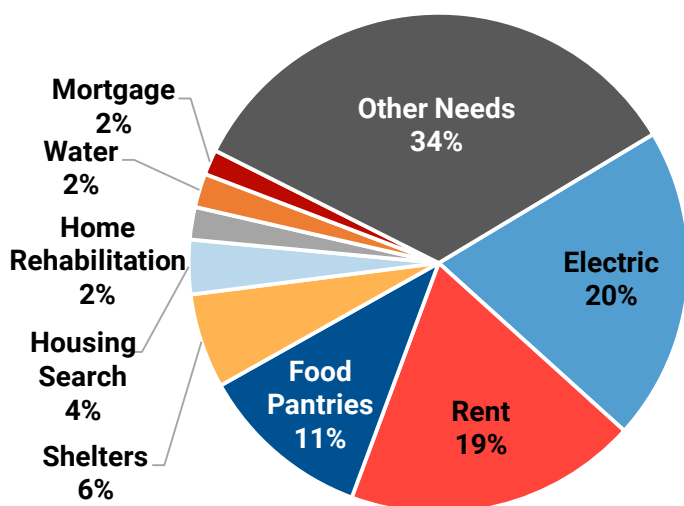
### Pre-COVID Needs

Based on calls from 1 Jan - 14 Mar 2020



### Post-COVID Needs

Based on calls from 15 Mar - 30 Jun 2020



### Monthly Average Referrals-per-Call

Jan	1.60
Feb	1.64
Mar	1.81
Apr	1.50
May	1.92
Jun	1.88

In the weeks following the COVID-19 lockdowns, many service providers closed temporarily. This is reflected by a dip in referrals-per-call, which indicates fewer available resources.

Many agencies have reopened, and new COVID-19 relief programs have launched. These programs have been aimed at high-demand needs like rent and utility assistance. The fact that 211 referrals-per-call have recovered to a level above the pre-COVID average may point to greater resource availability across the state.

### Calls-Per-Day Change (Pre-COVID v. Post-COVID)

Overall Change	<b>+8%</b>
Electric Assist.	<b>+19%</b>
Rent Assist.	<b>+32%</b>
Food Pantries	<b>+142%</b>
Shelters	-11%
Housing Search	-25%
Home Rehabilitation	-32%
Water Assist.	-4%
Mortgage Assist.	<b>+27%</b>
Other Needs	-11%

## COVID-19 Impact: Demographics



Based on callers who opted to respond to the 211 demographic survey, there were notable shifts in the race/ethnicity, household composition, and education levels of callers when comparing pre-COVID and post-COVID data. *Change* percentages in the tables below refer to the change in the share of total survey responses between pre- and post-COVID time periods.

**Race/Ethnicity:** African Americans generally make up about 50% of 211 callers, despite being apx. 27% of the state population. In the post-COVID period, African Americans comprised 56% of all survey respondents, compared to 51% in the pre-COVID period. White callers accounted for a smaller share of survey respondents compared to the pre-COVID period.

**Household Composition:** Households with children gained a larger share of the total survey respondents.

**Education:** While GED/Highschool graduates remained the majority of respondents, all other education levels increased their share of 211 calls. This may hint at the scope of economic effects of COVID-19.

Race/Ethnicity	Pre-COVID	%	Post-COVID	%	Change
Black/African American	5661	51%	9548	56%	<b>+11%</b>
White	5056	45%	6691	39%	<b>-13%</b>
Hispanic or Latino	341	3%	540	3%	<b>+4%</b>
Two or More Races	39	0.3%	54	0.3%	<b>-9%</b>
Asian	35	0.3%	58	0.3%	<b>+9%</b>
Native American	24	0.2%	45	0.3%	<b>+23%</b>
Not Listed	8	0.07%	21	0.12%	<b>+73%</b>
<b>Total Respondents</b>	<b>11164</b>		<b>16957</b>		

Household Composition	Pre-COVID	%	Post-COVID	%	Change
Single Female	8554	49%	11804	44%	<b>-11%</b>
Single Male	3284	19%	4440	17%	<b>-12%</b>
Single Female w/ children	3540	20%	5819	22%	<b>+6%</b>
Couple without children	915	5%	2106	8%	<b>+49%</b>
Couple w/ children	680	4%	1953	7%	<b>+86%</b>
Single Male w/ children	219	1%	388	1%	<b>+15%</b>
Grandparent w/ children	189	1%	324	1%	<b>+11%</b>
<b>Total Respondents</b>	<b>17381</b>		<b>26834</b>		

Education	Pre-COVID	%	Post-COVID	%	Change
Less than GED/HS	1028	6%	3120	12%	<b>+95%</b>
GED/High School	14119	86%	19051	74%	<b>-13%</b>
Some college	649	4%	2187	9%	<b>+117%</b>
Associate's degree	530	3%	946	4%	<b>+15%</b>
Bachelor's degree or higher	137	1%	315	1%	<b>+48%</b>
<b>Grand Total</b>	<b>16463</b>		<b>25619</b>		