

## 2020 Traffic Overview



**Total Calls**  
**1,618**  
**+6%\***

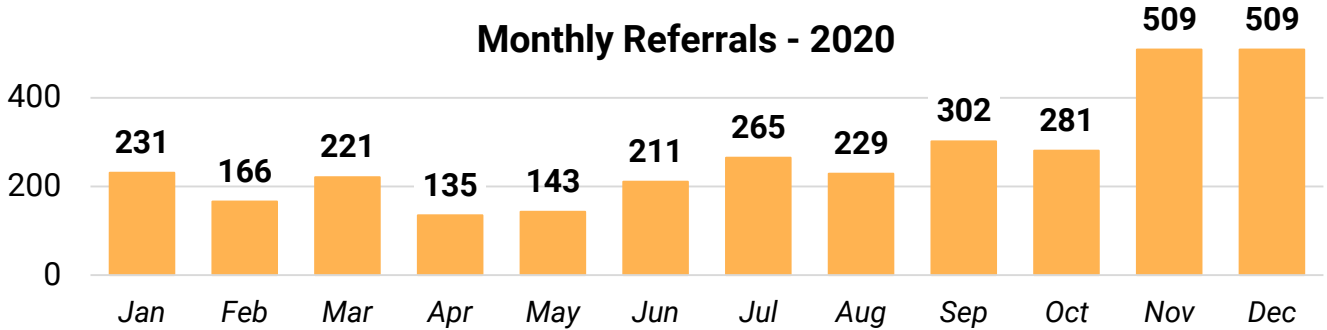


**Total Referrals**  
**3,205**  
**+34%\***



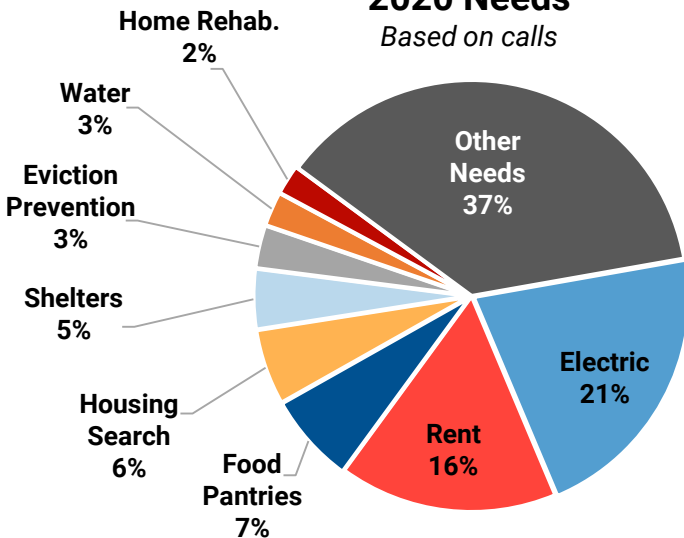
**Website Visits**  
**121,749\*\***  
**+31%\***

### Monthly Referrals - 2020



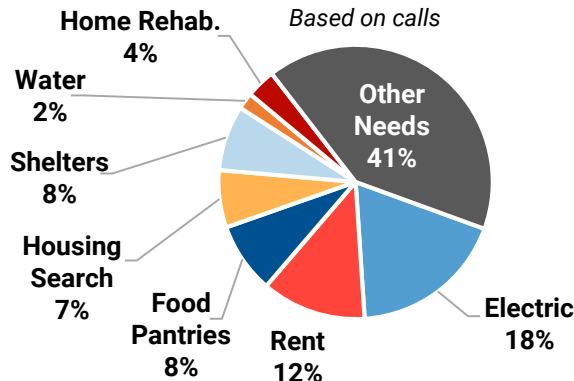
## 2020 Need Breakdown

### 2020 Needs Based on calls



Service	Calls	Change*
Electric Assistance	332	+42%
Rent Assistance	254	+62%
Food Pantries	105	-1%
Housing Search	88	+2%
Shelters	70	-29%
CDC Eviction Prevention	50	New
Water Assistance	40	+60%
Home Rehabilitation	35	-20%
Other Needs	575	+10%
<b>All Calls (w/o VITA)</b>	<b>1497</b>	<b>+6%</b>

### 2019 Needs Based on calls



\* Compared to 2019, VITA calls excluded

\*\*SC statewide total

## 2020 Top Needs



Need Description	Calls	Referrals	Change*
Electric Assistance	332	990	42%
Rent Assistance	254	647	62%
Food Pantries	105	304	-1%
Housing Search	88	169	2%
Shelters	70	149	-29%
CDC Eviction Prevention	50	47	∞**
Water	40	117	60%
Home Rehabilitation	35	63	-20%
VITA Program Sites	31	28	-93%
Dental Care	23	47	44%
Holiday Programs	21	45	-9%
Home Delivered Meals	21	35	250%
Aging / Disability Resource Centers	19	21	-30%
Mortgage Assistance	17	39	13%
General Legal Aid	17	19	-45%
Online Tax Preparation	16	16	23%
Gas Assistance	15	41	50%
Food Stamps/SNAP	13	10	225%
Utility Deposit Assistance	13	11	-7%
Senior Ride Programs	11	18	-8%
Medical Care Expense Assistance	11	11	120%
Non-Urgent Medical Transportation	10	10	11%
Furniture	10	2	100%
Public Housing	10	11	150%
Community Clinics	10	18	0%
Day Shelters	8	3	-58%
In Home Assistance	8	22	14%
Prescription Expense Assistance	7	19	-30%
Job Finding Assistance	7	13	40%
Undesignated Financial Assistance	7	2	75%
Medicaid	7	8	250%
Motel Vouchers	7	0	133%
General Clothing Provision	7	15	17%
Domestic Violence Shelters	7	9	75%
Eye Care	7	14	133%
Heating Fuel Assistance	6	9	0%
Appliances	6	6	20%
Tax Information	6	5	0%
Family Law	6	8	20%
COVID-19 Control	6	5	∞**

\* Based on calls, compared to 2019

\*\* ∞ symbol indicates no calls in 2019

## Top Providers



<u>Provider Name</u>	<u>Referrals</u>
The Salvation Army of Pickens County	654
United Christian Ministries	535
SHARE Community Action	308
Holy Cross Catholic Church	218
Catholic Charities of the Piedmont	147
Pickens Presbyterian Church	121
UHC-United Housing Connections	120
Clemson Community Care	97
The Dream Center of Pickens County	66
Easley Housing Authority	59
5 Point Church Food Pantry	53
CDC Eviction Halt Information	47
Appalachian Area Agency on Aging	38
Gleaning House Ministries	34
Rebuild Upstate	33
SC Regional Housing Authority No. 1	29
SC Thrive - COVID-19 Rental Assistance	29
South Carolina Legal Services	28
South Carolina Housing Search	28
2020 VITA Scheduling Information	25
Samaritan Health Clinic of Pickens County	21
Family Promise of Pickens County	20
Meals on Wheels - Pickens County	19
Miracle Hill Ministries	17
Our Daily Rest	16
MyFreeTaxes	16
Community Long Term Care - Greenville County	16
Prisma Health Senior Care PACE	14
Country Santa	13
Angel Tree - Salvation Army of Pickens County	13
New Horizon Family Health Services	12
South Carolina Department of Social Services - Pickens County	10
CareConnect USA	10
Foothills Community Health Care	10
Anderson County Rural Development, USDA	10
Rosa Clark Medical Clinic Association	9
Hope Women's Center	8
Family Promise of Anderson County	8
Alston Wilkes Society - SSVF	8

## Traffic by City / Town



<b>City Name</b>	<b>Calls</b>	<b>Referrals</b>
Easley	888	1827
Pickens	243	494
Liberty	202	391
Central	158	287
Clemson	86	139
Six Mile	18	30
Sunset	11	12
Marietta	4	8
Norris	4	6
Cleveland	2	3
Pendleton	1	5