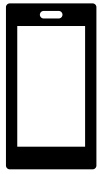


## Pickens 211 Traffic Overview



**Total Calls**  
 1,282  
 -21%\*



**Total Referrals**  
 2,751  
 -14%\*



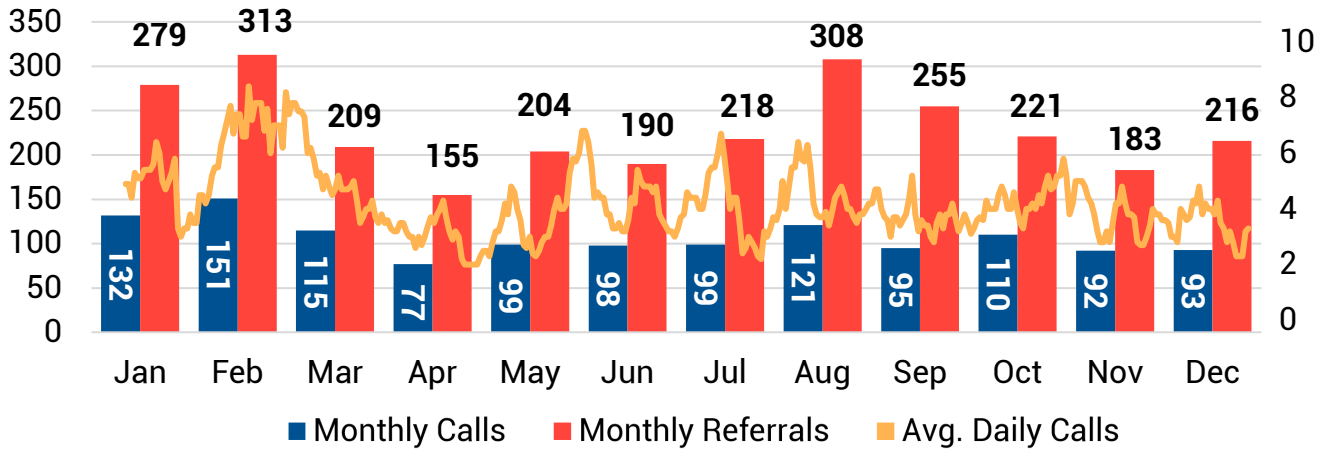
**Website Visits**  
 116,184\*\*  
 -5%\*

### Pickens 211 Activity - 2021

**Calls & Referrals**

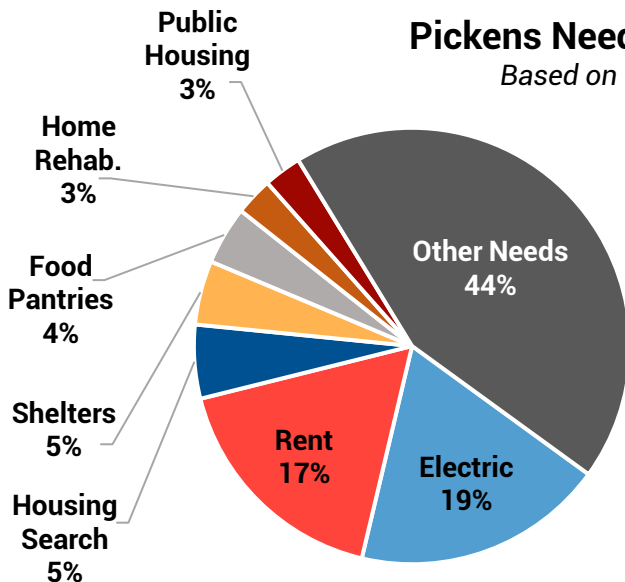
Monthly Calls (Blue) and Referrals (Red) + 7 day moving avg. of calls (Yellow)

**Daily Calls**



### Pickens Needs Breakdown

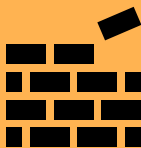
Based on Calls, 2021



| Need                | Calls | Referrals | Change* |
|---------------------|-------|-----------|---------|
| Electric Assistance | 260   | 804       | -22%    |
| Rent Assistance     | 242   | 686       | -4%     |
| Housing Search      | 76    | 132       | -14%    |
| Homeless Shelters   | 66    | 87        | 18%     |
| Food Pantries       | 60    | 159       | -42%    |
| Home Rehabilitation | 39    | 78        | 11%     |
| Public Housing      | 39    | 43        | 290%    |
| Other Needs         | 608   | 762       |         |

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

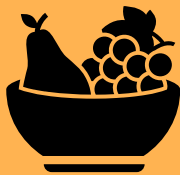
## Pickens Top Needs - 2021



| Need  | Calls | Referrals | Change* |
|---|-------|-----------|---------|
| Electric Assistance                         | 260   | 804       | -22%    |
| Rent Assistance                             | 242   | 686       | -4%     |
| Housing Search                              | 76    | 132       | -14%    |
| Homeless Shelters                           | 66    | 87        | 18%     |
| Food Pantries                               | 60    | 159       | -42%    |
| Home Rehabilitation                         | 39    | 78        | 11%     |
| Public Housing                              | 39    | 43        | 290%    |
| Dental Care                                 | 29    | 57        | 26%     |
| General Legal Aid                           | 28    | 34        | 65%     |
| Water Assistance                            | 26    | 70        | -35%    |
| Aging and Disability Resource Centers       | 24    | 26        | 26%     |
| Transitional Housing/Shelter                | 20    | 30        | -44%    |
| Mortgage Assistance                         | 17    | 39        | 0%      |
| Non-Emergency Medical Transportation        | 15    | 12        | 50%     |
| Rapid Re-Housing Programs                   | 15    | 19        | 200%    |
| Eviction Prevention                         | 14    | 14        | -72%    |
| Food Stamps/SNAP                            | 13    | 16        | 0%      |
| Gas Assistance                              | 13    | 37        | -13%    |
| Homeless Motel Vouchers                     | 13    | 0         | 86%     |
| Community Clinics                           | 12    | 25        | 20%     |
| In Home Assistance                          | 11    | 30        | 38%     |
| Landlord/Tenant Assistance                  | 11    | 11        | 175%    |
| Holiday Programs                            | 10    | 16        | -52%    |
| Undesignated Temporary Financial Assistance | 10    | 11        | 43%     |
| Prescription Expense Assistance             | 9     | 21        | 29%     |
| Home Delivered Meals                        | 8     | 13        | -62%    |
| Medical Equipment/Supplies                  | 8     | 16        | 300%    |
| Utility Deposit Assistance                  | 8     | 8         | -38%    |
| Heating Fuel Assistance                     | 7     | 16        | 17%     |
| Section 8 Housing Choice Vouchers           | 7     | 6         | 40%     |
| Senior Housing Information and Referral     | 7     | 10        | 250%    |
| Domestic Violence Shelters                  | 6     | 8         | -14%    |
| Family Crisis Shelters                      | 6     | 8         | 100%    |
| Outpatient Mental Health Facilities         | 6     | 5         | 200%    |

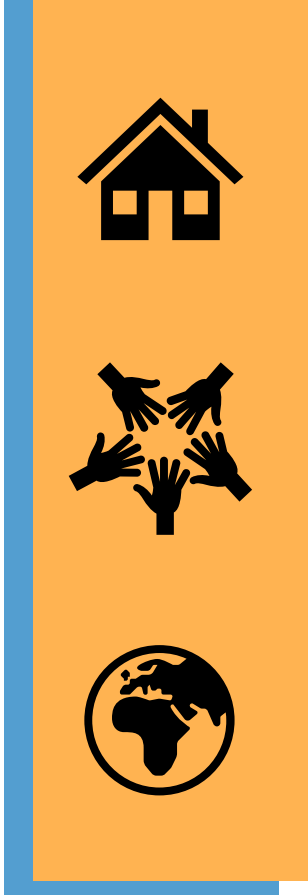
*\*Indicates the percentage change in number of calls compared to 2020.*

## Pickens Top Providers - 2021



| <b>Providers</b>   | <b>Referrals</b> |
|--|------------------|
| The Salvation Army of Pickens County                                   | 487              |
| SHARE Community Action - Pickens Office                                | 459              |
| United Christian Ministries  | 432              |
| Holy Cross Catholic Church - Catholic Outreach                         | 133              |
| SC Stay Plus Rental and Utility Assistance                             | 100              |
| United Housing Connections   | 96               |
| Pickens Presbyterian Church  | 75               |
| Clemson Community Care   | 74               |
| Easley Housing Authority   | 65               |
| South Carolina Appalachian Council of Governments Area Agency on Aging | 47               |
| Catholic Charities of the Piedmont                                     | 46               |
| Miracle Hill Ministries  | 36               |
| Rebuild Upstate  | 36               |
| Samaritan Health Clinic of Pickens County                              | 35               |
| South Carolina Legal Services - Greenville Office                      | 33               |
| 5 Point Church Food Pantry   | 31               |
| Family Promise of Pickens County                                       | 30               |
| South Carolina Housing Search  | 28               |
| South Carolina Regional Housing Authority No. 1                        | 28               |
| Prisma Health Senior Care PACE   | 21               |
| Community Long Term Care - Greenville County                           | 17               |
| Gleaning House Ministries  | 16               |
| CDC Eviction Halt Information  | 14               |
| Rosa Clark Medical Clinic - Oak Street                                 | 12               |
| South Carolina Department of Social Services - Pickens County          | 12               |
| Anderson County Rural Development, USDA                                | 11               |
| SHARE Community Action   | 11               |
| The Dream Center of Pickens County - Opportunity Village               | 11               |
| CareConnect USA  | 10               |
| Ceridian Cares   | 10               |
| Potter's Clay Fellowship - Food Pantry                                 | 10               |
| South Carolina Legal Services  | 10               |
| Our Daily Rest   | 9                |
| South Carolina Bar   | 9                |
| The South Carolina Department on Aging                                 | 9                |
| Catholic Charities Greenville  | 8                |
| Meals on Wheels - Pickens County                                       | 8                |
| The Dream Center of Pickens County                                     | 8                |

# Traffic by City/Town - 2021



| City Name    | Calls | Referrals | Change* |
|--------------|-------|-----------|---------|
| Easley       | 721   | 1567      | -19%    |
| Pickens      | 198   | 427       | -19%    |
| Liberty      | 158   | 339       | -22%    |
| Central      | 114   | 203       | -28%    |
| Clemson      | 56    | 132       | -35%    |
| Six Mile     | 17    | 39        | -6%     |
| Norris       | 9     | 25        | 125%    |
| Sunset       | 6     | 16        | -45%    |
| Marietta     | 1     | 2         | -75%    |
| Powdersville | 1     | 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.*