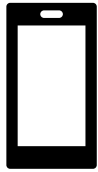


## Pickens 211 Traffic Overview



**Total Calls**  
**1,341**  
**+34%\***

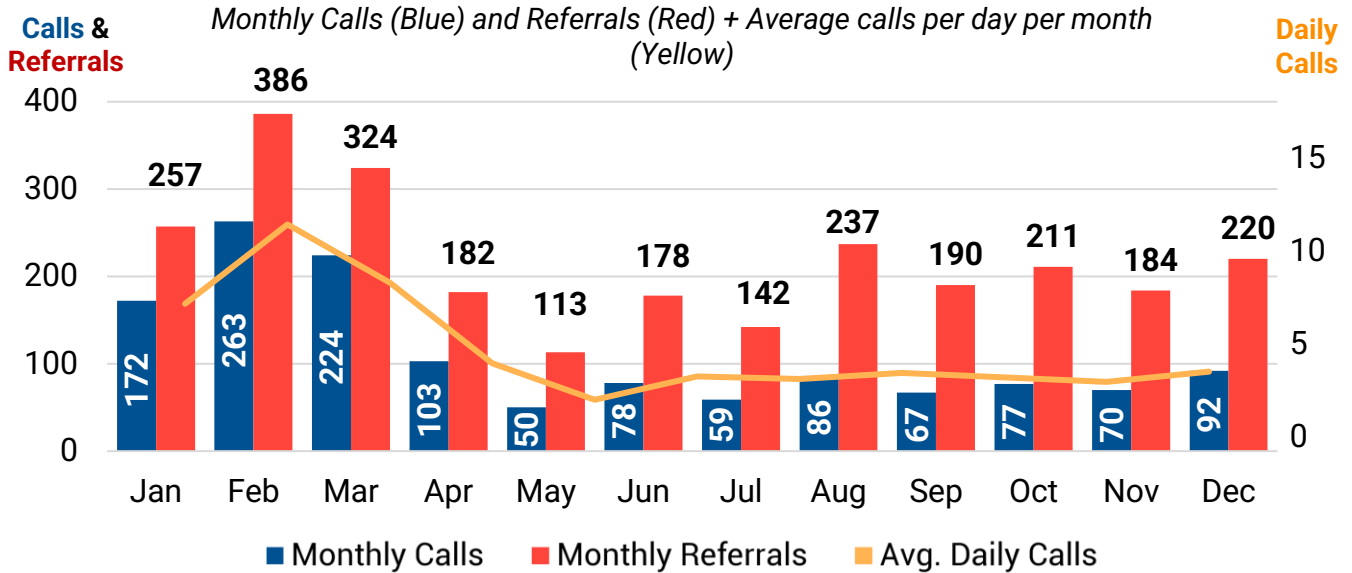


**Total Referrals**  
**2,624**  
**-5%\***



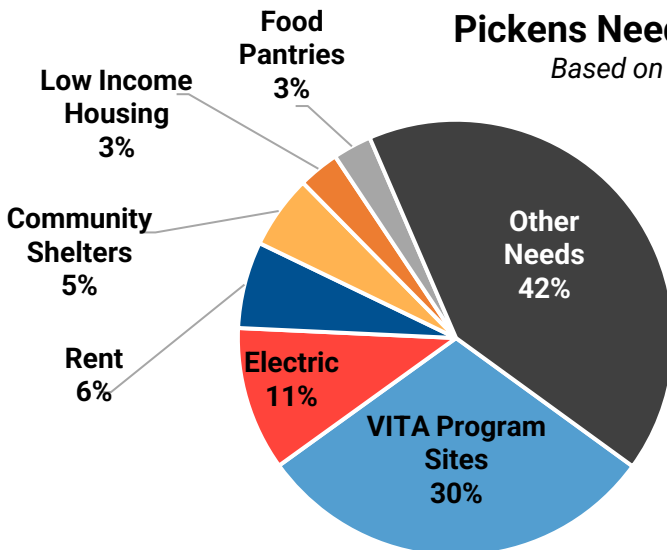
**Website Visits**  
**168,485\*\***  
**+45%\***

### Pickens 211 Activity - 2022



### Pickens Needs Breakdown

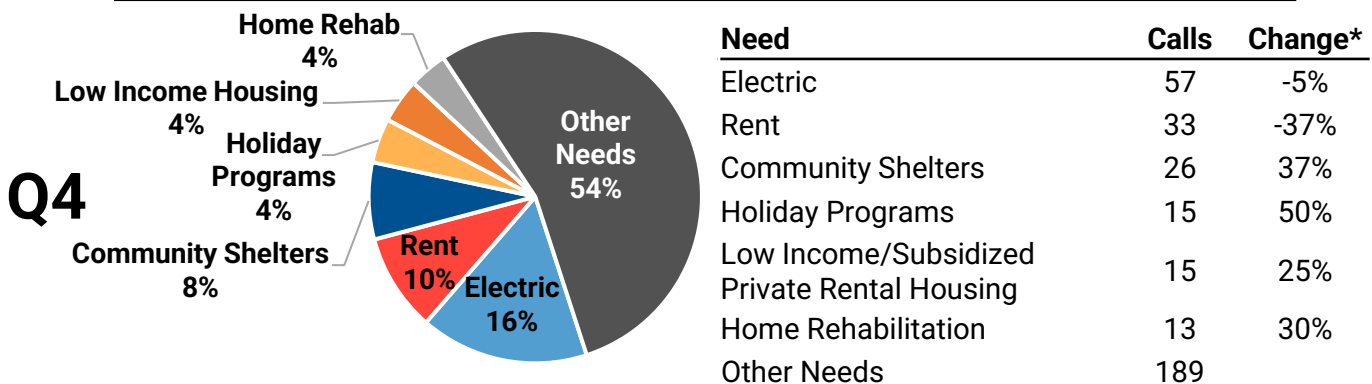
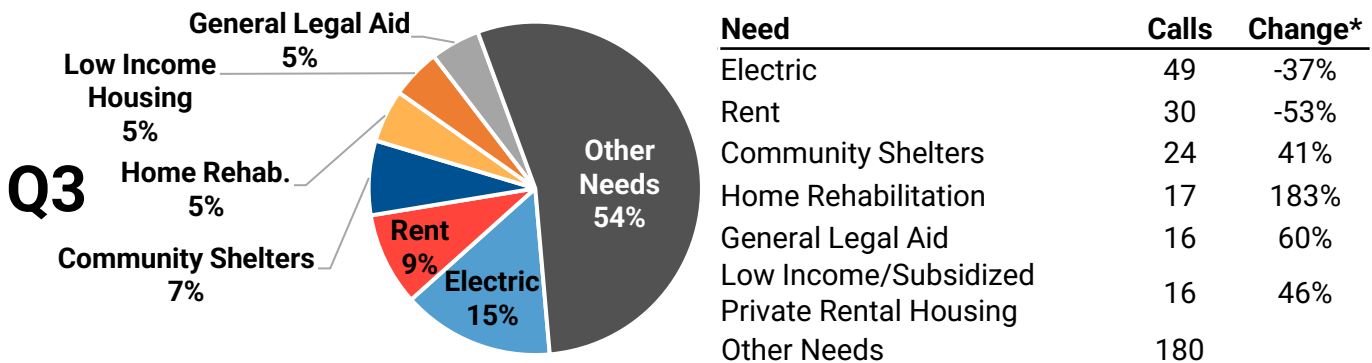
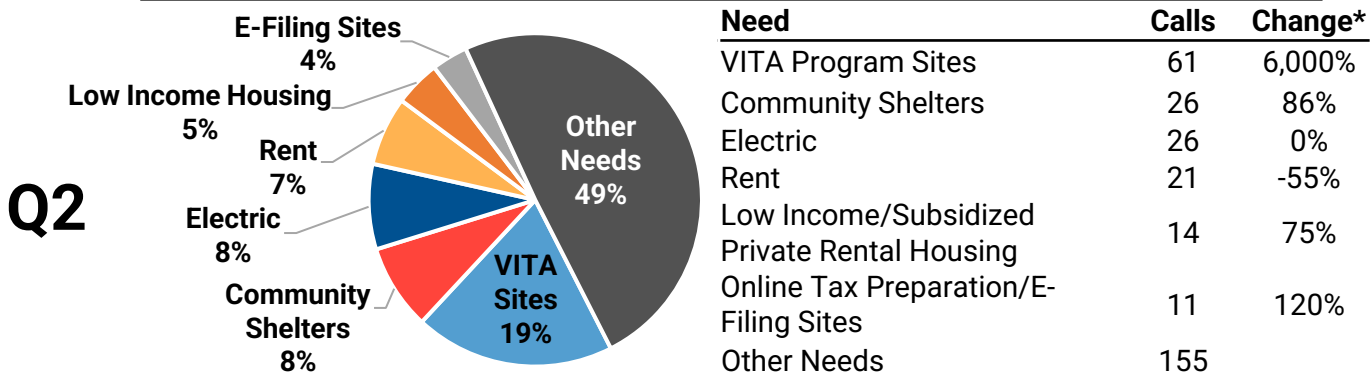
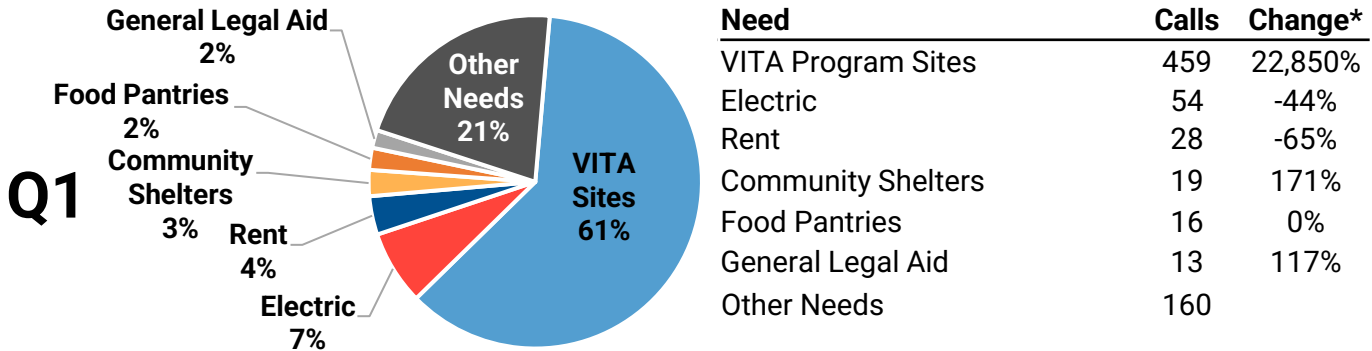
Based on Calls, 2022



Need	Calls	Referrals	Change*
VITA Program Sites	524	517	17,367%
Electric	186	566	-29%
Rent	112	307	-54%
Community Shelters	95	135	67%
Low Income/Subsidized	53	89	36%
Private Rental Housing			
Food Pantries	50	127	-17%
Other Needs	723	883	

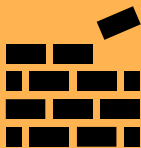
\* Compared to calls in 2021 \*\* SC statewide total

## Pickens Quarterly Needs Overview



\* Compared to calls in 2021

## Pickens Top 30 Needs - 2022



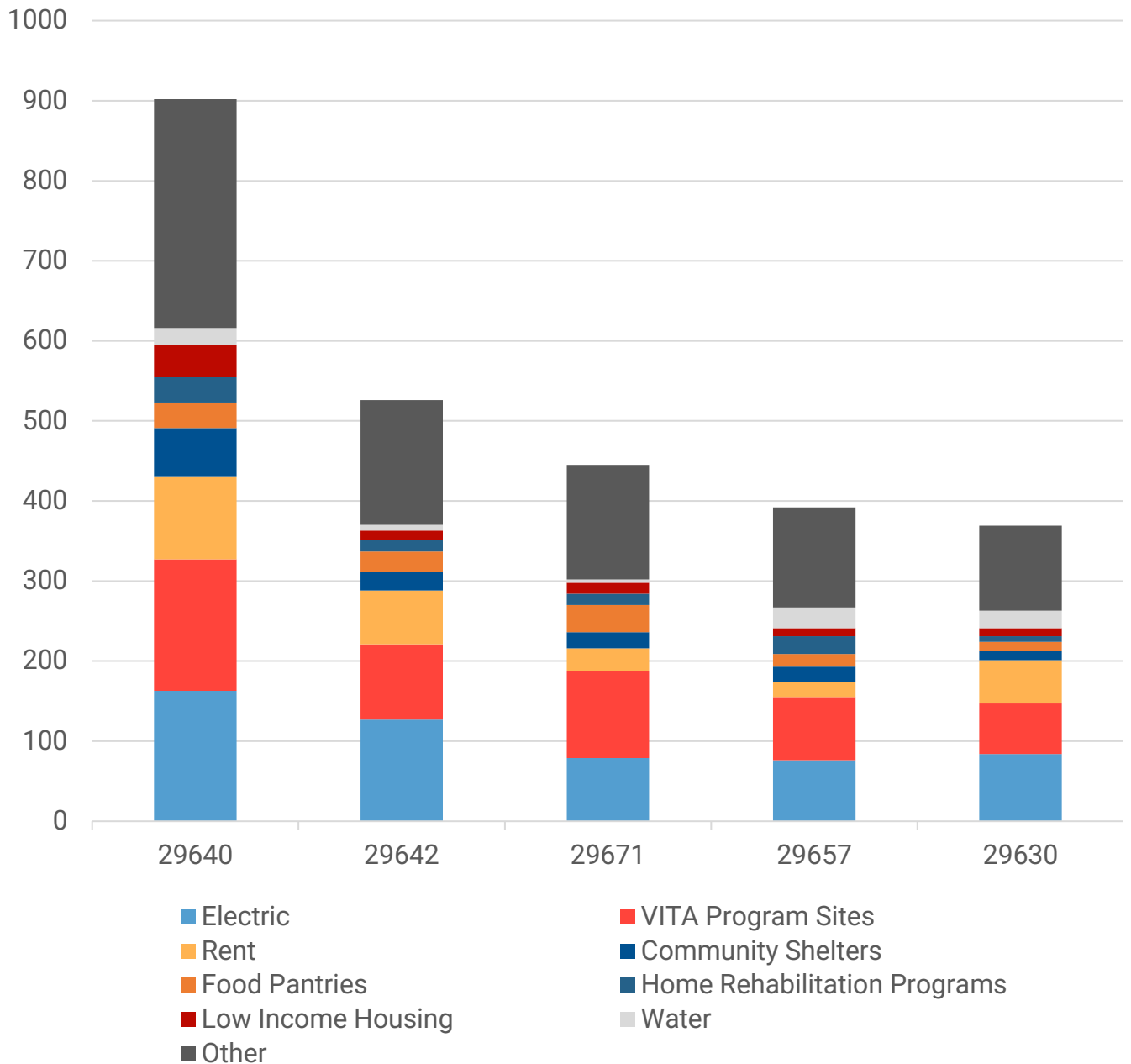
Need	Calls	Referrals	Change*
VITA Program Sites	524	517	17,367%
Electric Service Payment Assistance	186	566	-29%
Rent Payment Assistance	112	307	-54%
Community Shelters	95	135	67%
Low Income/Subsidized Private Rental Housing	53	89	36%
Food Pantries	50	127	-17%
General Legal Aid	50	51	79%
Home Rehabilitation Programs	48	103	23%
Water Service Payment Assistance	30	79	15%
Transitional Housing/Shelter	25	42	25%
Public Housing	21	20	-46%
Housing Search and Information	18	29	-61%
Aging and Disability Resource Centers	17	15	-29%
Landlord/Tenant Assistance	17	17	55%
Holiday Programs	16	33	60%
Rental Deposit Assistance	14	0	180%
Tax Information	14	15	250%
Mortgage Payment Assistance	13	26	-24%
Online Tax Preparation/E-Filing Sites	13	13	160%
Dental Care	11	20	-62%
Medical Equipment/Supplies	11	20	38%
Mental Health Evaluation	11	19	1,000%
Homeless Motel Vouchers	10	0	-50%
Advocacy	9	11	125%
Gas Service Payment Assistance	9	25	-31%
General Clothing Provision	9	18	80%
Outpatient Mental Health Facilities	9	15	50%
Food Stamps/SNAP	8	8	-39%
Heating Fuel Payment Assistance	8	15	14%
Home Delivered Meals	8	14	0%

\* Compared to calls in 2021

## Pickens Zip Code Needs Breakdown (top 5 providers)

Zip Code	Electric	VITA Program Sites	Rent	Community Shelters	Food Pantries	Home Rehabilitation Programs	Low Income/Subsidized Private Rental Housing	Water	Other	Grand Total*
29640	163	164	104	60	32	32	40	21	286	902
29642	127	94	67	23	26	14	12	7	156	526
29671	79	109	28	20	34	14	14	4	143	445
29657	76	79	19	19	16	22	10	26	125	392
29630	84	63	54	12	11	7	10	22	106	369

\*Grand Total Need Count is **not** a representation of total calls in a given a zip code, but it refers to the number of needs identified on a call. Multiple needs can be identified on a single call.





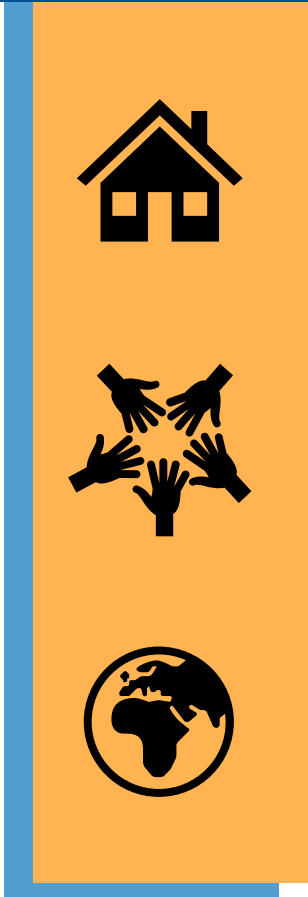
## Pickens Top Providers - 2022



<b>Providers</b>	<b>Referrals</b>
<b>VITA Programs</b>	<b>461</b>
2022 VITA Scheduling Information - Pickens County	453*
2022 VITA Scheduling Information - Greenville VITA Coalition	3*
2023 VITA Scheduling Information - Pickens County	4*
VITA - Fairfield County Library	1*
<b>SHARE Community Action</b>	<b>300</b>
SHARE Community Action - Pickens Office	298*
SHARE Community Action	2*
The Salvation Army of Pickens County	283
United Christian Ministries	248
Holy Cross Catholic Church - Catholic Outreach	132
UHC-United Housing Connections	119
Clemson Community Care	75
<b>South Carolina Legal Services</b>	<b>73</b>
South Carolina Legal Services	39*
South Carolina Legal Services - Greenville Office	33*
South Carolina Legal Services - Legal Aid Telephone Intake Service	1*
Miracle Hill Ministries	64
Pickens Presbyterian Church	51
Easley Housing Authority	49
<b>The Dream Center of Pickens County</b>	<b>46</b>
The Dream Center of Pickens County	19*
The Dream Center of Pickens County - Opportunity Village	17*
The Dream Center Of Pickens County - Santa Shoppe	10*
Rebuild Upstate	41
MyFreeTaxes	37
SC Stay Plus Rental and Utility Assistance Program	33
AARP - Tax-Aide Site Locator	32
5 Point Church Food Pantry	28
South Carolina Appalachian Council of Governments Area Agency on Aging	27
South Carolina Regional Housing Authority No. 1	26
Anderson County Rural Development, USDA	26
SC Homeowner Rescue Program	25
UHC-Family Promise of Pickens County	24
Community Long Term Care - Greenville County	21

\* Values represent agency site/program subtotals. The full agency referral count (directly above) includes these subtotals.

# Traffic by City/Town - 2022



City Name	Calls	Referrals	Change*
Easley	659	1325	17%
Pickens	226	410	50%
Liberty	193	358	56%
Central	165	344	96%
Clemson	71	130	54%
Six Mile	20	46	18%
Sunset	3	3	-50%
Norris	2	6	-75%
Greenville	1	1	0%
Pendleton	1	1	100%

\* Compared to calls in 2021

The ∞ symbol indicates that there were no calls to 211 from the city/town in 2021.

City name is converted from caller ZIP Code in most cases.

## Pickens 211 Caller Demographics – 2022

About half of 211 callers opt in to answer a short demographic survey. The data below is from Pickens callers who opted into the survey. It does not include data from callers who opted out. The “% of Respondents” number is based on the total number of callers who replied to the specific question (Gender, Race, etc.).

Many demographic trends in the Pickens area match statewide data. 211 callers in 2022 were mostly female. African Americans were over-represented in 211 data compared to the Pickens population (21% of callers compared to 7% of the population). 31% of callers were in a household with children.

Gender	Calls	% of Respondents
Female	617	76%
Male	199	24%

Race/Ethnicity	Calls	% of Respondents
White	532	72%
Black/African American	157	21%
Hispanic or Latino	20	3%
Two or More Races	12	2%
Asian	5	1%
American Indian or Alaska Native	4	0.5%
Race/Ethnicity Not Listed	3	0.4%
Native Hawaiian or Other Pacific Islander	1	0.1%

Household Composition	Calls	% of Respondents
Single Female	285	37%
Couple without children	126	17%
Single Female with Children	124	16%
Single Male	114	15%
Couple with children	81	11%
Grandparent with children	23	3%
Single Male with Children	6	1%



## Pickens 211 Caller Demographics – 2022

In 2022, 81% of callers completed a high school education or higher, falling somewhat below the census average of about 86% for graduates over the age of 25 in the Pickens area.

Most callers' education was at the High School/GED level, and 37% had completed at least some college.

In 2022, 97% of callers indicated their income fell below the area median household income of about \$53,188 for the Pickens area (as outlined by 2021 census data).

Income Brackets	Calls	% of Respondents
\$1-\$14,999	205	29%
\$15,000-\$24,999	162	23%
No Income	143	20%
\$25,000-\$34,999	105	15%
\$35,000-\$49,999	61	9%
\$50,000-\$74,999	24	3%
\$75,000-\$99,999	1	0.1%

Employment Status	Calls	% of Respondents
Employed - Full Time	214	28%
Unemployed	193	25%
Disabled	170	22%
Retired	121	16%
Employed - Part-time	60	7%
Employed - Other	8	1%
Self-Employed	3	0.4%

Education	Calls	% of Respondents
GED/Highschool	286	44%
Some college	158	25%
Less than GED/High School	125	19%
Bachelor's degree or higher	44	7%
Associate's degree	33	5%