

# Lancaster County 211 Traffic Overview



**Total Calls**  
**48**  
**+60%\***



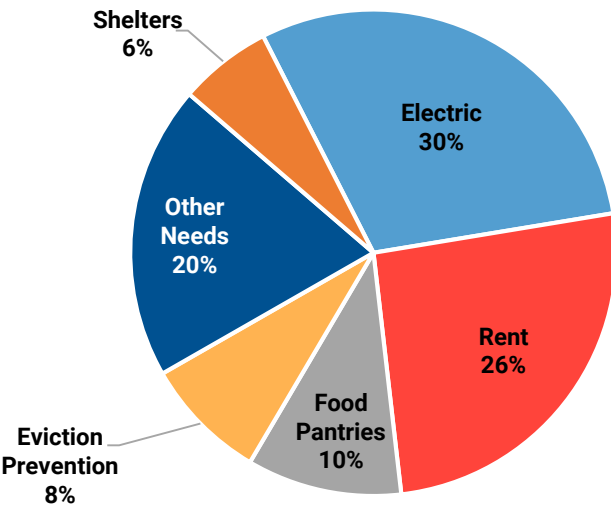
**Total Referrals**  
**97**  
**+162%\***



**Website Visits**  
**11,127\*\***  
**+40%\***

## Lancaster County Needs

*Based on Oct 2020 referrals*



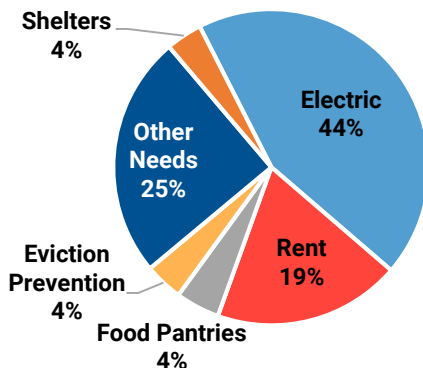
## Top 10 Needs

## Referrals

|                                |    |
|--------------------------------|----|
| Electric Assistance            | 29 |
| Rent Assistance                | 25 |
| Food Pantries                  | 10 |
| Eviction Prevention            | 8  |
| Shelters                       | 6  |
| Substance Use Treatment        | 3  |
| Job Finding Assistance         | 3  |
| Recovery Homes                 | 2  |
| Gas Service Assistance         | 2  |
| Temporary Financial Assistance | 1  |
| Other Needs                    | 8  |

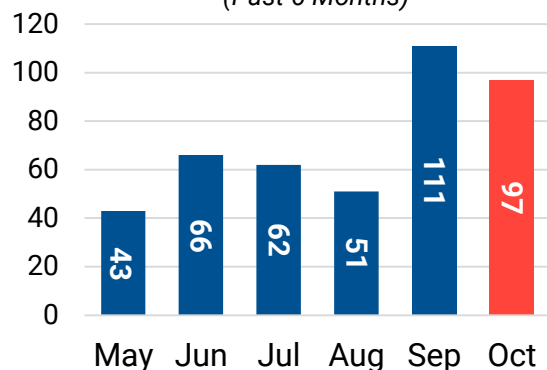
## SC Statewide Needs

*Based on Oct 2020 referrals*



## Lancaster County Referrals

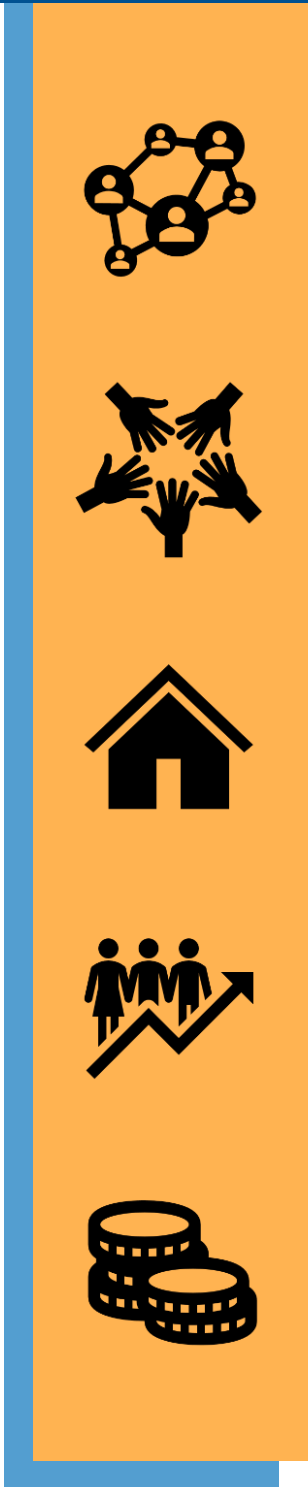
*(Past 6 Months)*



\* Compared to previous year, same period

\*\*SC statewide total

# Lancaster County 211 Demographic Overview



**Age**

Average Age: 41 years  
 Age Range: 24-66 years

| <b>Gender</b> | <b>Callers</b> | <b>%</b> |
|---------------|----------------|----------|
| Female        | 26             | 54%      |
| Male          | 9              | 19%      |
| Not Provided  | 13             | 27%      |

| <b>Ethnicity</b>       | <b>Callers</b> | <b>%</b> |
|------------------------|----------------|----------|
| Black/African American | 11             | 23%      |
| White                  | 7              | 15%      |
| Not Provided           | 30             | 63%      |

| <b>Household Composition</b> | <b>Callers</b> | <b>%</b> |
|------------------------------|----------------|----------|
| Single Female                | 12             | 25%      |
| Single Male                  | 9              | 19%      |
| Single Female with Children  | 8              | 17%      |
| Couple without children      | 3              | 6%       |
| Couple with children         | 2              | 4%       |
| Not Provided                 | 14             | 29%      |

| <b>Education</b>          | <b>Callers</b> | <b>%</b> |
|---------------------------|----------------|----------|
| GED/Highschool            | 23             | 48%      |
| Less than GED/High School | 8              | 17%      |
| Some college              | 2              | 4%       |
| Not Provided              | 15             | 31%      |

| <b>Income Brackets</b> | <b>Callers</b> | <b>%</b> |
|------------------------|----------------|----------|
| \$0-\$14,999           | 31             | 65%      |
| \$15,000-\$24,999      | 2              | 4%       |
| Not Provided           | 13             | 27%      |

| <b>Employment Status</b> | <b>Callers</b> | <b>%</b> |
|--------------------------|----------------|----------|
| Unemployed               | 18             | 38%      |
| Disabled                 | 7              | 15%      |
| Employed - Full Time     | 5              | 10%      |
| Employed - Part-time     | 3              | 6%       |
| Retired                  | 1              | 2%       |
| Not Provided             | 14             | 29%      |

# Lancaster County Top Providers and Cities



### Top Housing Providers Referrals

|  |    |
|--|----|
| HOPE in Lancaster                        | 13 |
| Carolina Community Actions - Lancaster   | 12 |
| The Salvation Army of Rock Hill          | 3  |
| Tender Hearts Ministries                 | 2  |
| Habitat for Humanity of Lancaster County | 1  |
| South Carolina Housing Search            | 1  |



### Top Utility Providers Referrals

|  |    |
|--|----|
| Carolina Community Actions - Lancaster | 15 |
| HOPE in Lancaster                      | 15 |
| KARE                                   | 1  |



### Top Food Providers Referrals

|                                   |   |
|-----------------------------------|---|
| HOPE in Lancaster                 | 4 |
| Alston Wilkes Society - Lancaster | 2 |
| Rainbow Promise Enterprise        | 2 |
| Tender Hearts Ministries          | 2 |



### Cities Calls Referrals

|               |    |    |
|---------------|----|----|
| Lancaster     | 39 | 74 |
| Fort Mill     | 5  | 19 |
| Van Wyck      | 2  | 1  |
| Heath Springs | 1  | 0  |
| Kershaw       | 1  | 3  |

## Lancaster County Zip Code Breakdown

| Zip Codes          | Electric  | Rent      | Food Pantries | Eviction Prevention | Shelters | Substance Use | Employment | Recovery Homes | Other Needs | Grand Total |
|--------------------|-----------|-----------|---------------|---------------------|----------|---------------|------------|----------------|-------------|-------------|
| 29720              | 24        | 20        | 5             | 7                   | 4        | 3             |            | 2              | 9           | 74          |
| 29707              | 2         | 5         | 5             | 1                   | 2        |               | 3          |                | 1           | 19          |
| 29067              | 3         |           |               |                     |          |               |            |                |             | 3           |
| 29744              |           |           |               |                     |          |               |            |                | 1           | 1           |
| <b>Grand Total</b> | <b>29</b> | <b>25</b> | <b>10</b>     | <b>8</b>            | <b>6</b> | <b>3</b>      | <b>3</b>   | <b>2</b>       | <b>11</b>   | <b>97</b>   |

