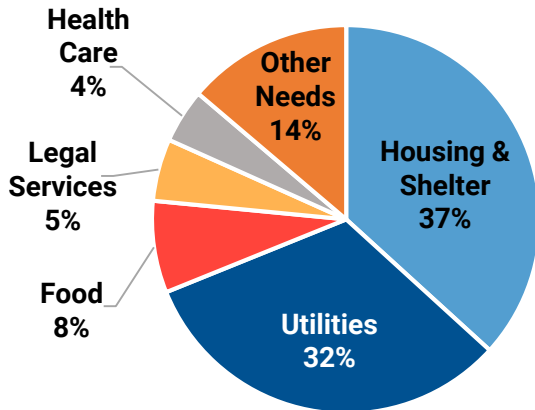


211 Housing Summary - 2020

211 Need Categories

Based on Calls, 2020



In 2020, **Housing and Shelter** concerns accounted for 37% of all needs expressed by callers to United Way's 211 Information and Referral system, making it the top need category for the year. **Utility** payment assistance and **Food** rounded out the top 3 need categories. The **Legal Services** category grew substantially from 2019 to 2020, and accounted for 5% of all needs. Many of the legal services referred were housing-related, such as landlord/tenant assistance and eviction prevention.

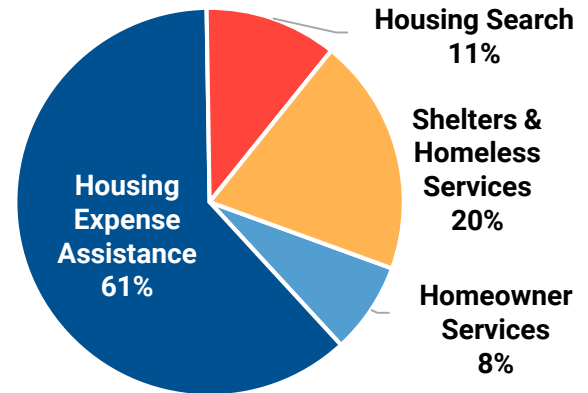
The **Housing and Shelter** category is broad, and encompasses a wide range of housing situations, from people experiencing homelessness, to those facing eviction, to homeowners in need of weatherization and repairs.

Housing Expense Assistance such as Rent and Mortgage Payment was the most common housing need sub-category, comprising 61% of all housing needs expressed.

In 2020, there were 5,382 more calls for **Housing Expense Assistance** than there were in 2019, an increase of 57%. The other 3 housing sub-categories saw declines in 2020.

Housing Category Breakdown

Based on Calls, 2020



Need Sub-Category	Calls	% Change*	# Change**
Housing Expense Assistance	14,772	+57%	+5,382
Shelters/Homeless Services	4,745	-7%	-379
Housing Search	2,643	-20%	-661
Homeowner Services	1,826	-18%	-391
Housing Total	22,775	+19%	+3,706

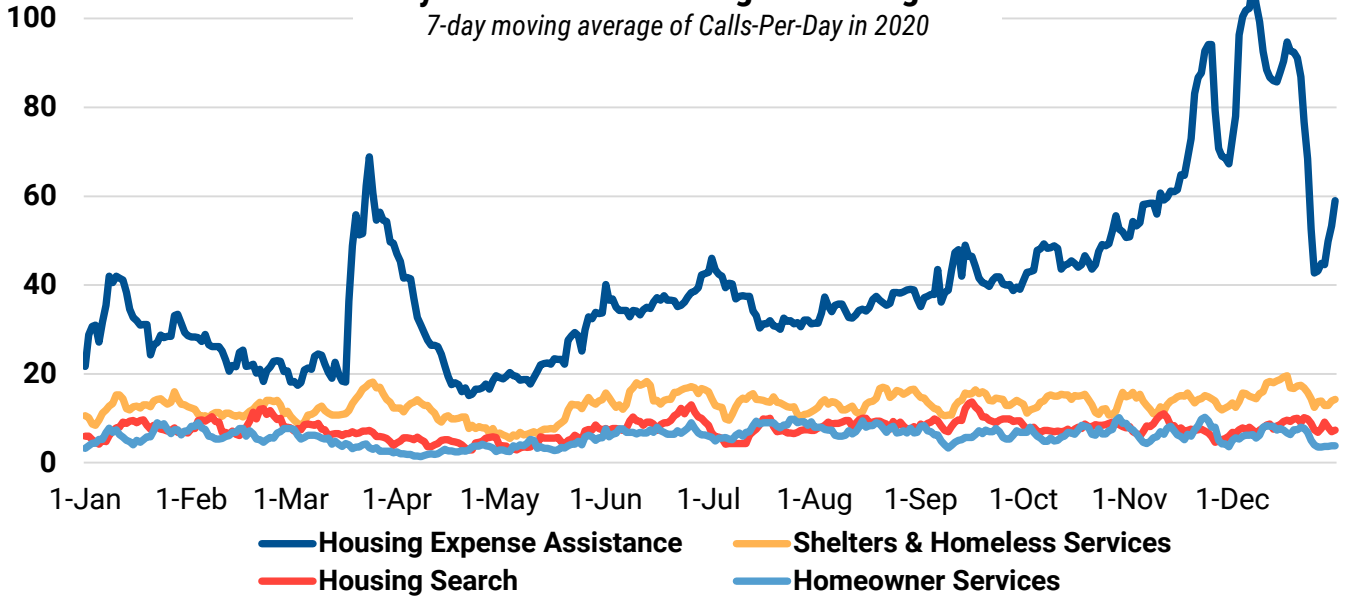
Need Sub-Category	Top Services Within Sub-Category
Housing Expense Assistance	Rent Assistance, Mortgage Assistance, Rental Deposits
Shelters/Homeless Services	Emergency Shelters, Transitional Housing, Motel Vouchers, Crisis Shelters
Housing Search	Affordable Housing Listings, Section 8 Vouchers, Public Housing
Homeowner Services	Home Rehabilitation, Weatherization Programs, Accessible Home Construction

* Percent change compared to 2019 ** Net change in call numbers from 2019 to 2020

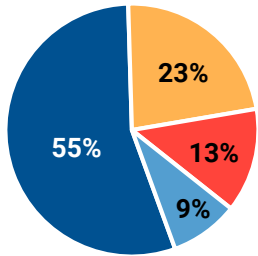
211 Housing Need Shifts in 2020

Daily Call Shifts - Housing Sub-Categories

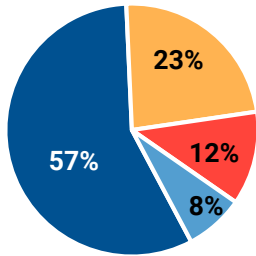
7-day moving average of Calls-Per-Day in 2020



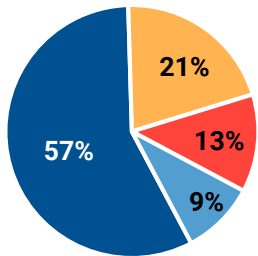
Q1 - 4705 Calls



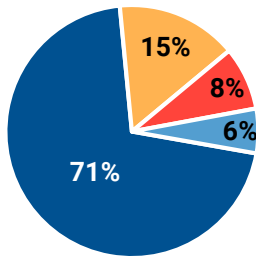
Q2 - 4268 Calls



Q3 - 5553 Calls



Q4 - 8249 Calls



The chart above shows the average daily call count during 2020 for each housing need sub-category. **Housing Expense Assistance** had a spike in calls during the initial phase of COVID-19 prevention measures, and grew steadily over the summer into the fall, peaking in Nov-Dec. Other sub-categories were relatively steady for the entire year.

The pie charts (left) show each sub-category as a proportion of housing needs during each quarter of 2020. From Q1-Q3, the proportions were relatively steady, but in Q4 **Housing Expense Assistance** grew to 71% of all housing needs. There was a significantly higher call volume in Q4 (8,249 calls) than other quarters. The increase in call numbers, and the relative increase in Housing Expense Assistance calls can be seen in the average daily call data for Oct-Dec (above).

211 Regional Housing Needs - 2020

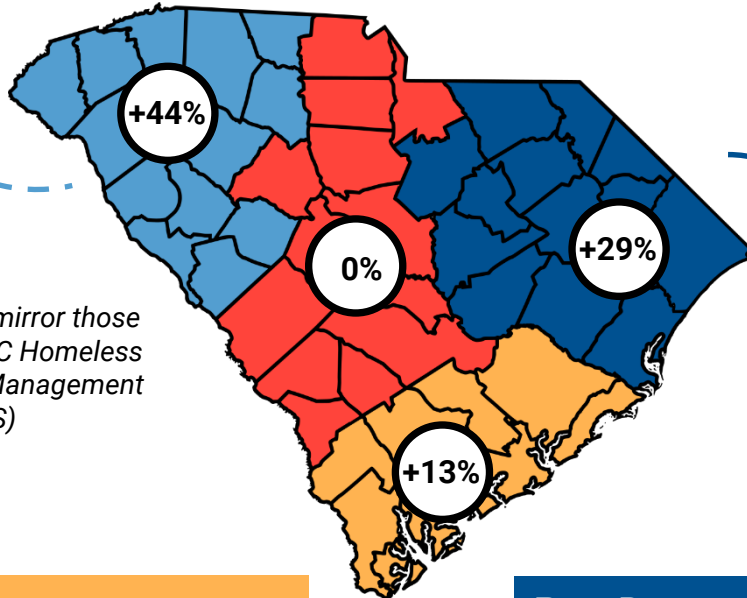
Housing calls were up in every region except the Midlands, where there was no change. **Housing Expense Assistance** increased in all regions. **Shelters and Homeless Services** calls were down in every region except the Pee Dee. **Housing Search** calls decreased in all regions. **Homeowner Services** calls decreased in every region except the Midlands, where there was no change.

Upstate

Need Sub-Category	Calls	Change*
Housing Expense Asst.	5,314	+111%
Shelters & Homeless	1,318	-11%
Housing Search	894	-9%
Homeowner Services	468	-23%
Housing Total	7,644	44%

Midlands

Need Sub-Category	Calls	Change*
Housing Expense Asst.	3,889	+18%
Shelters & Homeless	1,507	-14%
Housing Search	703	-29%
Homeowner Services	516	0%
Housing Total	6,276	0%



Map regions mirror those used by the SC Homeless Information Management System (HMIS)

Lowcountry

Need Sub-Category	Calls	Change*
Housing Expense Asst.	3,871	+45%
Shelters & Homeless	1,115	-6%
Housing Search	657	-20%
Homeowner Services	519	-28%
Housing Total	5,839	+13%

Pee Dee

Need Sub-Category	Calls	Change*
Housing Expense Asst.	1,679	+84%
Shelters & Homeless	782	+15%
Housing Search	380	-22%
Homeowner Services	322	-15%
Housing Total	2,968	+29%

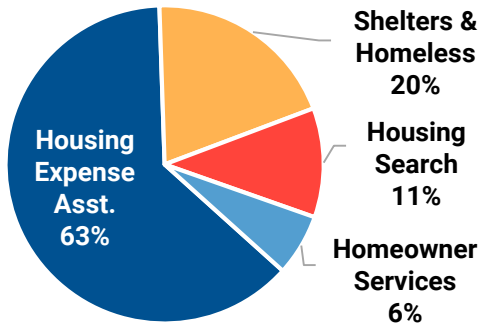
*Based on calls, compared to 2019

211 Urban vs. Rural Housing Needs Overview**

Metropolitan, Large Rural, and Small Rural areas show some notable differences in need proportions and year-over-year call volume change. Though **Housing Expense Assistance** accounted for a smaller proportion of Rural calls, the growth rate for Housing Expense Assistance calls in Rural areas was nearly double the Metro area growth rate.

Metropolitan Area Housing Needs

Urban area with a combined population of 50K+

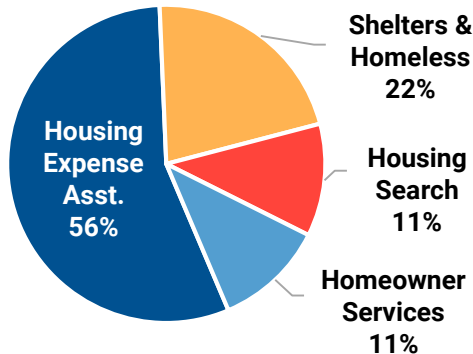


Includes cities like Columbia, Myrtle Beach, Florence, Greer, and Summerville. 82% of calls

Need Sub-Category	Calls	Change*
Housing Expense Asst.	12,434	+51%
Shelters & Homeless	3,918	-8%
Housing Search	2,202	-22%
Homeowner Services	1,243	-22%
Housing Total	18,809	+17%

Large Rural Area Housing Needs

Areas with a combined population of 10K-50K

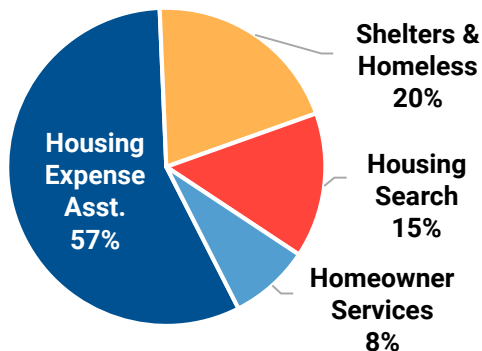


Includes cities like Orangeburg, Seneca, Union, Dillon, and Lancaster. 12% of calls

Need Sub-Category	Calls	Change*
Housing Expense Asst.	1,604	+104%
Shelters & Homeless	622	-2%
Housing Search	330	-5%
Homeowner Services	323	-12%
Housing Total	2,724	+35%

Small Rural Area Housing Needs

Towns not connected to a larger area



Includes towns like St. George, Lake City, Saluda, Marion, and Barnwell. 5% of calls.

Need Sub-Category	Calls	Change*
Housing Expense Asst.	728	+90%
Shelters & Homeless	259	+2%
Housing Search	189	-6%
Homeowner Services	105	-19%
Housing Total	1,215	+31%

* Based on calls, compared to 2019

** Places coded using Rural-Urban Commuting Area Cat. B