

United Way of the Lakelands 211 Traffic Overview



Total Calls
 179
 29%*



Total Referrals
 229
 8%*



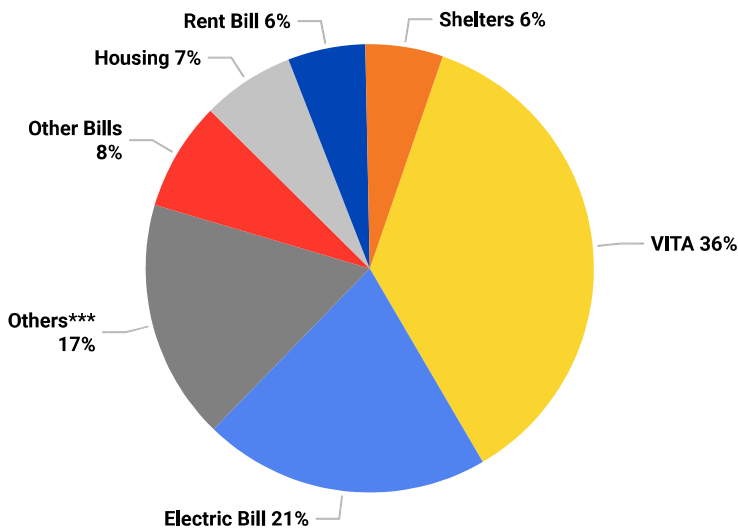
Total Texts
 12



Website Visits
 110

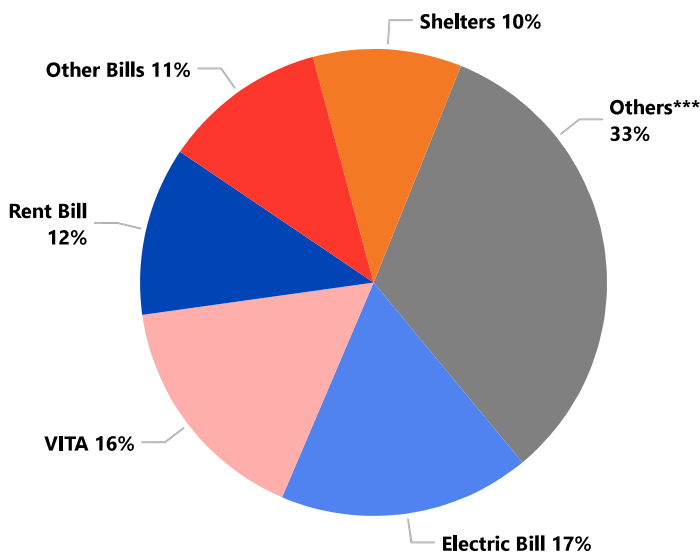
United Way of the Lakelands Needs

Based on February 2026 calls



Statewide Needs

Based on February 2026 calls

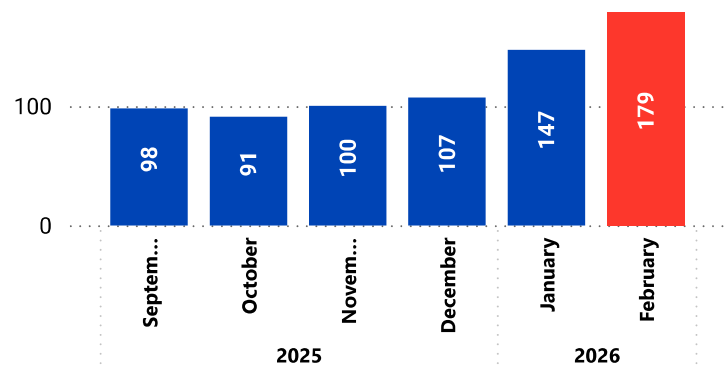


Top 10 Needs

	Calls	Calls YoY%*	Referrals	Referrals YoY%*
VITA Program Sites	65	-31%	66	-34%
Electric Service Payment Assistance	37	185%	34	-6%
Other Bill Help	14	180%	14	100%
Affordable Housing	12	200%	19	90%
Rent Payment Assistance	10	233%	16	100%
Shelters	10	43%	18	-22%
Food Assistance	7	250%	19	171%
Transportation Services	4	0%	3	200%
Benefits Obtainment	3	0%	4	33%
Other Tax Help	3	****	3	****

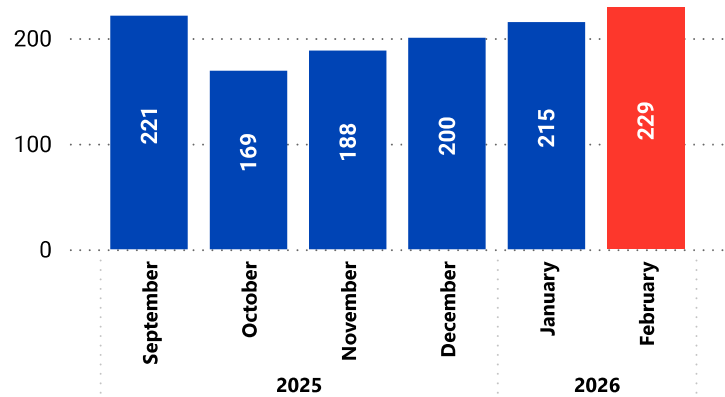
Monthly Calls

(Last 6 Months)



Monthly Referrals

(Last 6 Months)



*Compared to previous year, same period

***Other refers to all needs that are not the top categories. A more in depth listing of needs can be found on page six

United Way of the Lakelands 211 Traffic Overview by County



Total Calls
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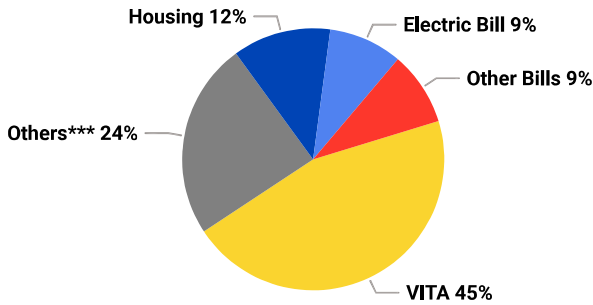


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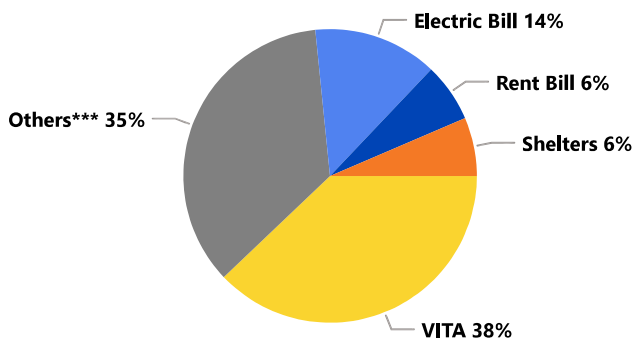
Abbeville County Needs



Top 10 Needs

Needs	Calls	Calls YoY%*	Referrals	Referrals YoY%*
VITA Program Sites	15	-17%	15	-21%
Affordable Housing	4	100%	2	-67%
Electric Service Payment Assistance	3	50%	4	-33%
Other Bill Help	3	50%	4	0%
Home Rehabilitation Programs	2	100%	2	100%
Case/Care Management	1	*****	1	*****
Case/Care Management Referrals	1	*****	0	*****
Health Care Needs	1	*****	1	*****
Rent Payment Assistance	1	-50%	0	-100%
Senior & Disability Needs	1	*****	2	*****

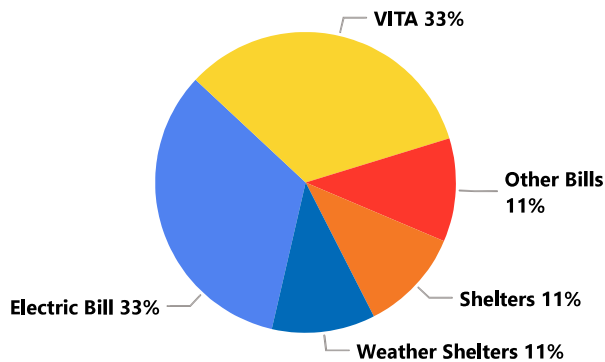
Greenwood County Needs



Top 10 Needs

Needs	Calls	Calls YoY%*	Referrals	Referrals YoY%*
VITA Program Sites	47	-36%	48	-38%
Electric Service Payment Assistance	17	143%	23	5%
Rent Payment Assistance	8	700%	15	400%
Shelters	8	33%	13	-38%
Food Assistance	7	600%	19	533%
Affordable Housing	6	200%	13	225%
Other Bill Help	5	67%	6	100%
General Legal Aid	3	*****	3	*****
Transportation Services	3	0%	1	0%
Mental Health Services	2	0%	3	-25%

McCormick County Needs



Top 10 Needs

Needs	Calls	Calls YoY%*	Referrals	Referrals YoY%*
Electric Service Payment Assistance	17	325%	7	-13%
Other Bill Help	6	*****	4	*****
VITA Program Sites	3	0%	3	0%
Affordable Housing	2	*****	4	*****

*Compared to previous year, same period

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SC 211 - Monthly Report

United Way of the Lakelands | Feb 2026



United Way of the Lakelands 211 Traffic Overview by County



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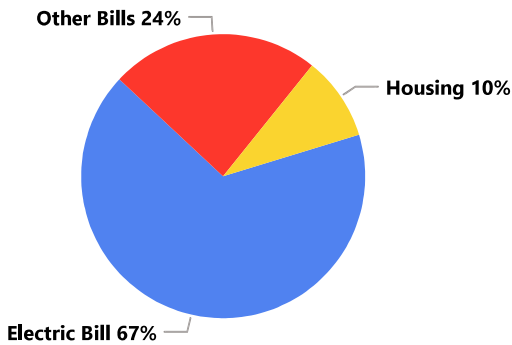


Total Texts
12



Website Visits
110

Saluda County Needs



Top 10 Needs

	Calls	Calls YoY%*	Referrals	Referrals YoY%*
Electric Service Payment Assistance	14	250%	6	-25%
Other Bill Help	5	*****	4	*****
Affordable Housing	2	*****	4	*****
Household Goods	1	*****	0	*****
Rent Payment Assistance	1	*****	1	*****
Senior & Disability Needs	1	*****	1	*****

*Compared to previous year, same period

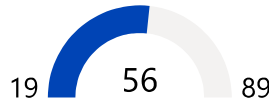
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*****No data from previous year for comparison

United Way of the Lakelands 211 Demographics



Average Age



Caller Type	Calls	%*
Self	172	96.1%
Friend/Relative	6	3.4%
Police	1	0.6%

Income Brackets	Calls	%*
\$15,000-\$24,999	23	27.1%
\$1-\$14,999	22	25.9%
No Income	18	21.2%
\$25,000-\$34,999	12	14.1%
\$35,000-\$49,999	7	8.2%
\$50,000-\$74,999	2	2.4%
\$150,000-\$199,999	1	1.2%

Education Level	Calls	%*
GED/High School	46	48.9%
Some college	22	23.4%
Less than GED/High School	18	19.1%
Associate's degree	6	6.4%
Bachelor's degree or higher	2	2.1%

Employment Status	Calls	%*
Disabled	35	39.3%
Employed	28	31.5%
Full-time	19	21.3%
Part-time	9	10.1%
Unemployed	25	28.1%
Self-Employed	1	1.1%

Gender	Calls	%*
Female	79	69.3%
Male	35	30.7%

Race-Ethnicity	Calls	%*
Two or More Races	90	50.3%
Black/African American	51	28.5%
White	35	19.6%
Race/Ethnicity Not Listed	3	1.7%

Household Composition	Calls	%*
Single Female	40	35.4%
Other	19	16.8%
Single Female with Children	17	15.0%
Single Male	16	14.2%
Couple without children	10	8.8%
Single Male with Children	5	4.4%
Couple with children	4	3.5%
Grandparent with children	2	1.8%

Public Assistance	Calls	%*
No Assistance	87	54.4%
Has Assistance	73	45.6%
Multiple	64	40.0%
SNAP	9	5.6%

Veteran Status	Calls	%*
No	102	91.9%
Yes - Veteran	7	6.3%
Yes - Retired	2	1.8%

Health Insurance	Calls	%*
Yes	90	82.6%
No	19	17.4%

*All demographic percentages are based on callers who opted into the 211 demographic survey.

211 - Monthly Report

United Way of the Lakelands | January 2026



United Way of the Lakelands 211 City Breakdown



City	Calls	Calls YoY%*	Referrals	Referrals YoY%*
Greenwood	94	15%	123	-2%
Abbeville	18	-10%	20	-49%
Saluda	13	117%	12	50%
Hodges	10	150%	19	138%
Ninety Six	9	200%	16	700%
Donalds	8	33%	10	43%
Ware Shoals	6	0%	6	-33%
Calhoun Falls	4	33%	6	20%
McCormick	4	100%	6	200%
Troy	4	33%	3	0%
Due West	2	0%	2	0%

*Compared to previous year, same period

****No data from previous year for comparison

United Way of the Lakelands 211 Top Needs



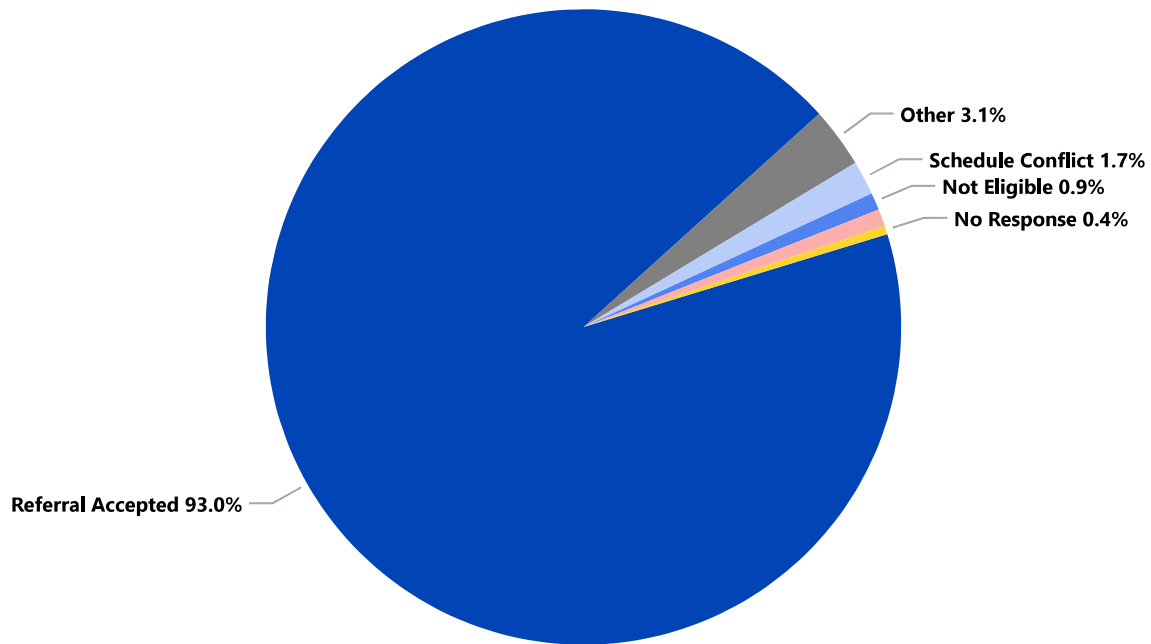
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Affordable Housing	12	200%	19	90%
Rent Payment Assistance	10	233%	16	100%
Shelters	10	43%	18	-22%
Senior & Disability Needs	8	*****	10	*****
Food Assistance	7	250%	19	171%
Home Rehabilitation Programs	4	100%	3	50%
Transportation Services	4	0%	3	200%
Benefits Obtainment	3	0%	4	33%
General Legal Aid	3	*****	3	*****
Other Tax Help	3	*****	3	*****
Health Care Needs	2	*****	2	*****
Mental Health Services	2	0%	3	-25%
Weatherization	2	*****	2	*****
Baby/Maternity Needs	1	*****	2	*****
Case/Care Management	1	*****	1	*****
Case/Care Management Referrals	1	*****	0	*****
Child Care Services	1	*****	2	*****
Clothing	1	*****	2	*****
Employment Services	1	0%	1	*****
Eviction Prevention Services	1	-67%	0	*****
Extreme Weather Shelters	1	-67%	1	-67%
Household Goods	1	*****	0	*****
Volunteer Opportunities	1	*****	1	*****
Water Service Providers	1	*****	0	*****

*Compared to previous year, same period

*****No data from previous year for comparison

United Way of the Lakelands 211 Referral Outcomes

Referral Outcome	Referrals	%
Met	213	93.01%
Referral Accepted	213	93.01%
Not Met	16	6.99%
Other	7	3.06%
Schedule Conflict	4	1.75%
Not Eligible	2	0.87%
Service Pending	2	0.87%
No Response	1	0.44%
Total	229	100.00%



● Referral Accepted ● Other ● Schedule Conflict ● Not Eligible ● Service Pending ● No Response

United Way of the Lakelands 211 Community Impact Needs



Need Category	Calls
Income Support/Assistance	76
VITA Program Sites	64
Undesignated Temporary Financial Assistance	10
Online Tax Preparation/E-Filing Sites	3
Utility Assistance	38
Electric Service Payment Assistance	37
Gas Service Payment Assistance	2
Water Service Payment Assistance	2
Housing	30
Rent Payment Assistance	10
Housing Search and Information	6
Transitional Housing/Shelter	6
Rental Deposit Assistance	5
Community Shelters	4
Home Rehabilitation Programs	4
Housing Related Coordinated Entry	2
Low Income/Subsidized Private Rental Housing	2
Public Housing	2
Rapid Re-Housing Programs	2
Senior Housing Information and Referral	2
Weatherization Programs	2
Food/Meals	8
Food Pantries	6
Food Vouchers	2
Home Delivered Meals	2
Health Care	4
Aging and Disability Resource Centers	4
Transportation	4
Bus Fare	2
Disability Related Transportation	2
Long Distance Transportation	2
Non-Emergency Medical Transportation	2
Legal, Consumer and Public Safety Services	3
General Legal Aid	3
Mental Health/Substance Use Disorders	2
Outpatient Mental Health Facilities	2

United Way of the Lakelands 211 Website Statistics Overview



Total Website Visits

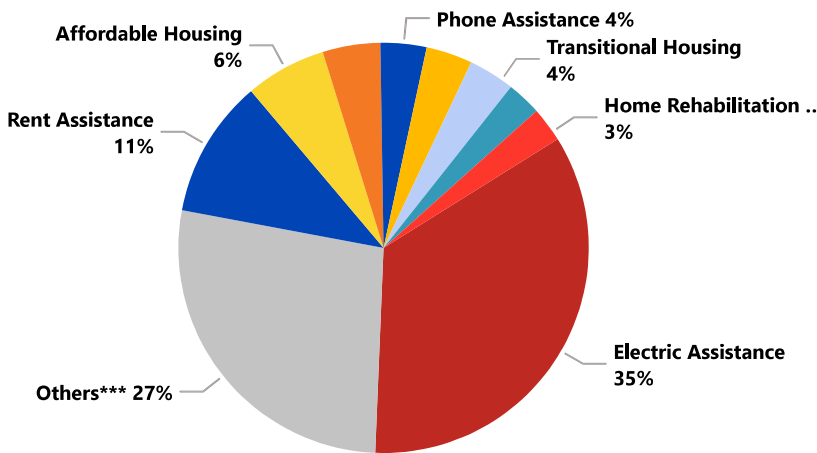
110

Total Guided Result Searches

99

Total Keyword Searches

15



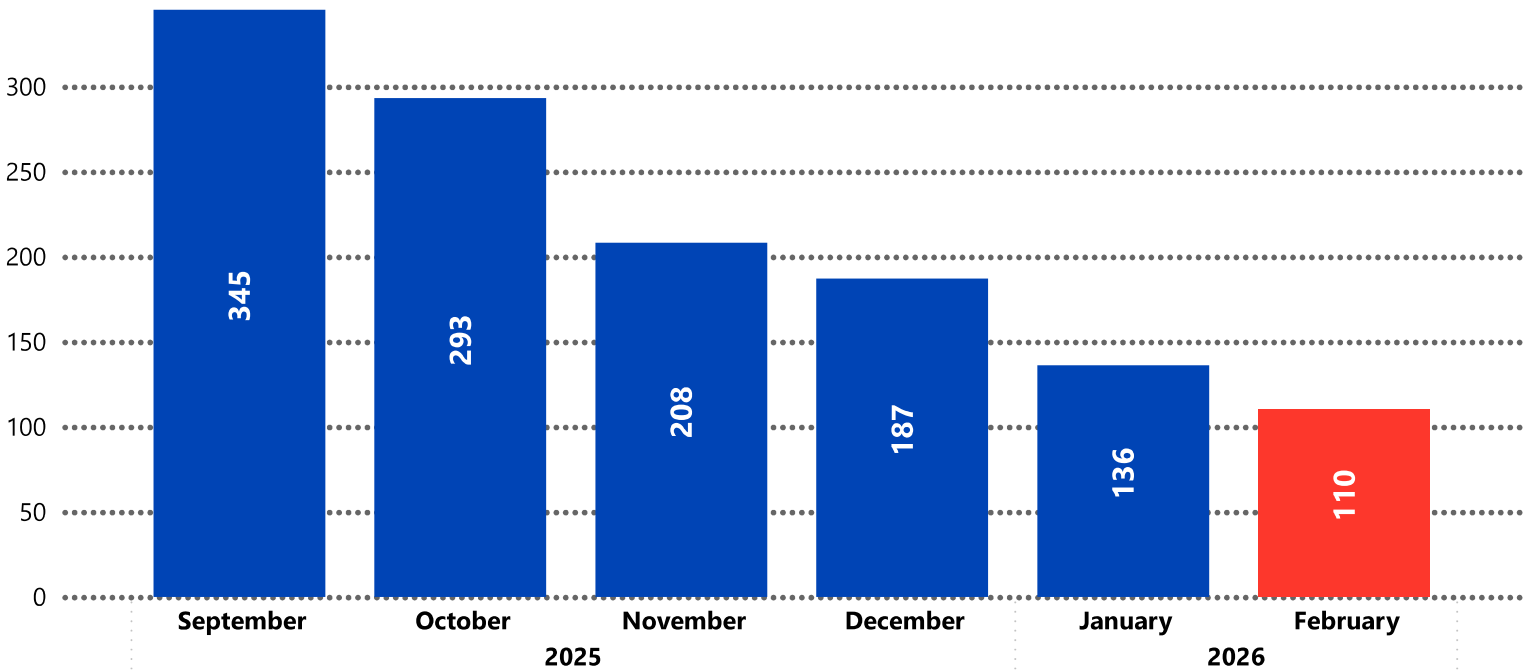
Top Guided Search Results

Top Needs

Website Hits

Electric Assistance	38
Rent Assistance	12
Affordable Housing	7
Gas Assistance	5
Phone Assistance	4
Tax Assistance	4
Transitional Housing	4

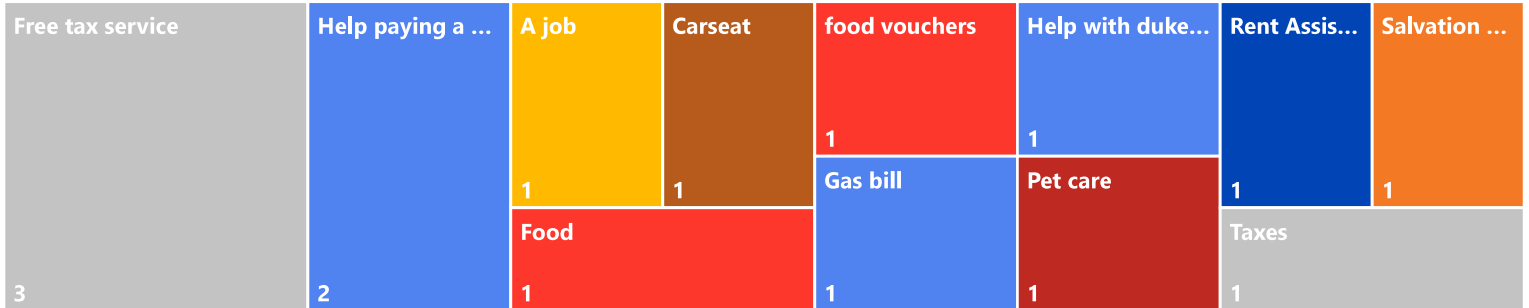
Total Website Hits by Month



***Other refers to all needs that are not the top categories. A more in depth listing of needs can be found on page 10.

United Way of the Lakelands 211 Website Search Statistics

Top Keyword Searches



Top Guided Search Results

Guided Result Categories	Website Hits	Guided Result Categories	Website Hits	Guided Result Categories	Website Hits
Electric Assistance	38	Phone Assistance	4	Adult Day Programs	1
Rent Assistance	12	Tax Assistance	4	Advocacy	1
Affordable Housing	7	Transitional Housing	4	Assistive Technology	1
Gas Assistance	5	Disability Services	3	Children Clothing & Diapers	1
		Home Rehabilitation & Accessibility	3	Clothing	1
		Food Assistance (SNAP, WIC, TANF, etc.)	2	Dental & Vision Care	1
		Home Accessibility and Ramp Construction	2	Employment Transportation	1
		Home Delivered Meals	2	Food for Seniors	1
		Other Transportation Needs	2	Food Pantries	1
		Pet Care	2	Hygiene	1
		Shelter	2	Local Transportation	1
		Transportation Financial Assistance	2	Long Term Care	1
				Memory Screenings & Dementia Services	1
				Pet Adoption	1
				Respite Care and Support Groups	1
				Senior Housing	1
				Senior Ride Programs	1
				Senior Services and Legal Aid	1
				Temporary Financial Assistance	1
				Transportation Information	1

United Way of the Lakelands 211 Top Providers by Categories



Top Housing Providers

Referrals

United Way of the Lakelands	55
Greater Greenwood United Ministry	27
GLEAMNS	22
AARP South Carolina	9
Ceridian Cares	9



Top Utility Providers

Referrals

Greater Greenwood United Ministry	19
GLEAMNS	14
United Christian Ministries of Abbeville County	3
Alston Wilkes Society	1
Area Churches Together Serving	1



Top Food Providers

Referrals

Greater Greenwood United Ministry	6
Immanuel Lutheran Church Food Pantry	5
Salvation Army of Greenwood, The	5
Meals on Wheels Abbeville Saluda Greenwood and Laurens Counties	2
Catholic Charities of South Carolina	1
Phillis Wheatley Community Center, The	1
South Carolina Department of Social Services	1

Top Legal Providers

Referrals

South Carolina Legal Services	3
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United Way of the Lakelands 211 Top Providers



Referral Organization	Referrals
United Way of the Lakelands	56
Greater Greenwood United Ministry	34
GLEAMNS	24
AARP South Carolina	9
Ceridian Cares	9
Upstate Continuum of Care	7
Salvation Army of Greenwood, The	6
Immanuel Lutheran Church Food Pantry	5
Rise & Restore Organization	5
South Carolina Department on Aging, The	5
South Carolina State Housing Finance and Development Authority	5
Greenwood Pathway House	4
South Carolina Legal Services	3
United Christian Ministries of Abbeville County	3
United States Department of Agriculture Rural Development	3
Alston Wilkes Society	2
Catholic Charities of South Carolina	2
Community Initiatives	2
Homeless No More	2
Impact America South Carolina	2
Meals on Wheels Abbeville Saluda Greenwood and Laurens Counties	2
South Carolina Department of Behavioral Health and Developmental Disabilities - Office of Mental Health	2
South Carolina Department of Social Services	2
South Carolina Regional Housing Authority No 1	2
Twin Oaks Apartments	2
Upper Savannah Area Agency on Aging	2