



**WITH
HELP
COMES
HOPE**

Visit SC211.org or Download the App Now

United Way's 2-1-1

United Way Association of South Carolina



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United Way's 2-1-1

Explanation of 2-1-1 Services

01/23/2019



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Community Resources

HELP

WHEN YOU NEED IT MOST

DIAL



Help starts here.

SOLUTIONS
SUPPORT
HOPE

Dial 211 or
Toll Free 866-892-9211

- Food, Housing & Utilities
- Child Care & Educational Services
- Financial Education/Credit Counseling
- Health Care
- Job Training
- Counseling/Support Groups
- Senior Services
- Volunteer Opportunities
- Disaster Services
- Seasonal Programs



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Creating the best chance for success

Unspoken needs

Underlying concerns

Active listening/identify red flags

Complete, comprehensive, and effective

Referrals/Empower

Eligibility, hours, documentation

Creative problem solving

Identifying Social Determinants

Follow-up

What happened after the call

Strengthen resources and referrals



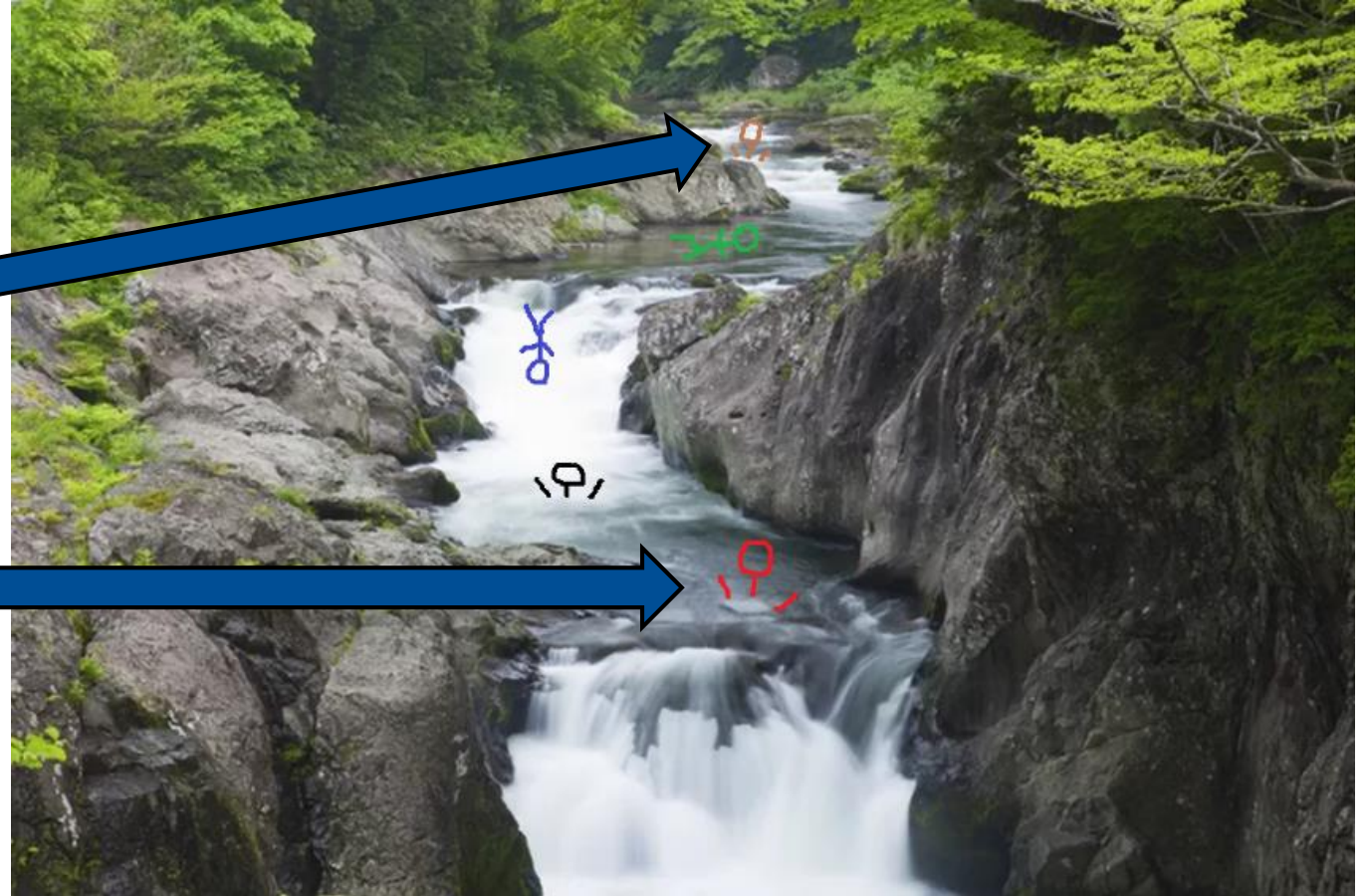
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Moving Upstream

Safety Network

Safety Net



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Community level data

ACCESS TO HEALTHCARE



33% of all SC 2-1-1 callers have no form of health insurance

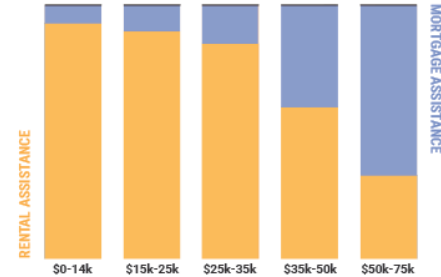
The number of calls requesting dental referrals increases with caller age:

- YOUNG ADULTS
- ADULTS
- SENIORS



HOUSING ASSISTANCE & HOMELESS SERVICES

The nature of housing assistance changes as household income increases...



90% of callers looking for shelter in the Midlands live in Richland or Lexington county

60% of callers looking for shelter in the Midlands have at least a high school diploma

DATA INSIGHTS

Analyzing SC 2-1-1 data revealed interesting trends among callers in Greenville County requesting transportation assistance. By greatest need:



Young adults (18-24) call to return home

Adults ages 25 to 39 call for bus fare

Adults ages 40 to 59 call for gas money

Seniors (over 60) call for medical transportation

TOP NEEDS REQUESTED BY YOUNG ADULT CALLERS (17-24)



1. HOUSING
(includes rental assistance, low-income housing options, and transitional shelters)



2. UTILITIES
(includes payment assistance for monthly power and water bills)



3. TAX PREP
(includes VITA program information and referrals)



4. FOOD
(includes requests for food bank assistance and WIC)



5. HEALTH
(includes referrals for mental health evaluations and community clinics)



More than half of all education resource requests were for school supplies

32% of the people who called SC 2-1-1 for job finding assistance had an Associate's degree or higher

SUCCESS STORY

A young single mother called looking for information on homeless shelters in the Columbia area for her and her children. During the call, she mentioned that she was currently unemployed. The resource navigator was able to provide the woman with referrals to two local family shelters and three job assistance programs. When the resource navigator followed up with her a few weeks later, the woman said that she was able to find shelter for her family through one of the recommended agencies, Transitions. She also shared that she had reached out to the job assistance programs, and was able to get a job with the help of SC Works.

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Community Level Data

Community Level Data

Connections to Service

Unmet Needs/Service Gaps

Priority Populations

Barriers to Service

Social Determinants

Changes over time

Community Impact



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Community/Collective Impact



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Accessing the Database

United Way's 2-1-1 Database

01/23/2019



Access to the 2-1-1 Database

- Expanding the reach of United Way's database
- Investment in improved technology and efficiencies
- Building a platform for all service providers to reach the communities they serve
- Feedback is encouraged!

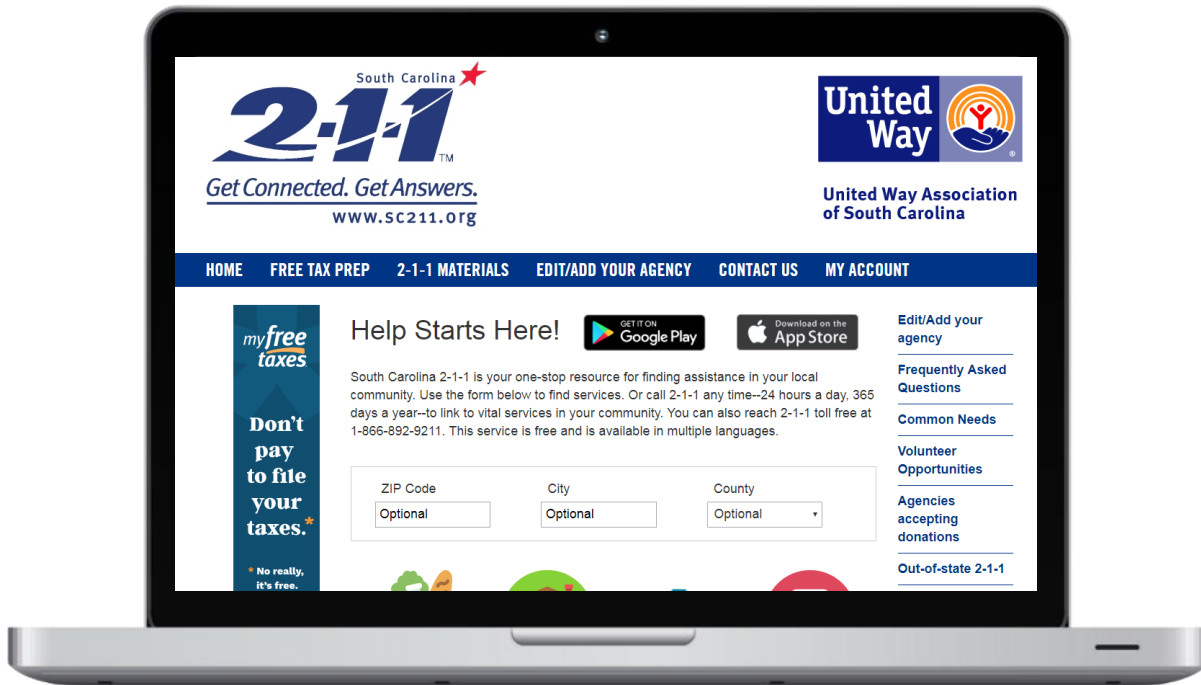


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Website Overview

SC211.org



- Complete access to United Way's resource database
- Advanced and guided searches
- Integrated maps/street view
- Links to common needs
- Available in 100+ languages
- Detailed agency information
- Disaster/Seasonal Information

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Website Overview

Harvest HOPE Food Bank

2220 Shop RD
Columbia, SC 29201
(803) 254-4432
www.harvesthope.org

- About Us
- Benefits Screening
- Donor Services
- Food Banks/Food Distribution Warehouses
- Food Pantries
- Volunteer Opportunities

Map Satellite

View larger map

Get directions

Resource Groups

Add Resources to a Group

Select resources to add to a group.

Select group

Email to Me

Send to My Phone

Print

Email

Text

Print

Agency Details

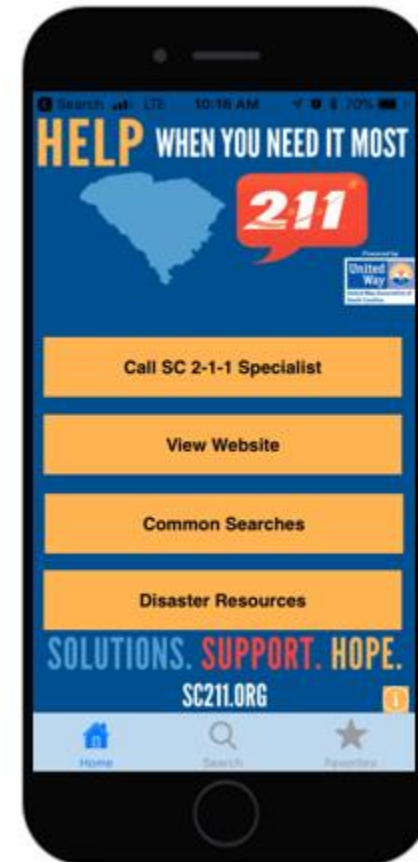
- Get directions
- Share with others
- See detail information
- Add to resource group
- Visit their website
- Detailed information
 - Required documentation, hours, intake, eligibility, etc.

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Why download the app?

- Results sorted by geographic location
- Integrated with your Maps app
- Quick access to Disaster Resources
- Quick access to Common Searches
- Easily manage favorite resources
- Click to call a resource specialist
- Faster search results
- Up-to-date and verified resources



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The SC 2-1-1 Mobile App

Reach a certified specialist

Discover top 25 searches

Custom Search



Visit the full website

See disaster related resources

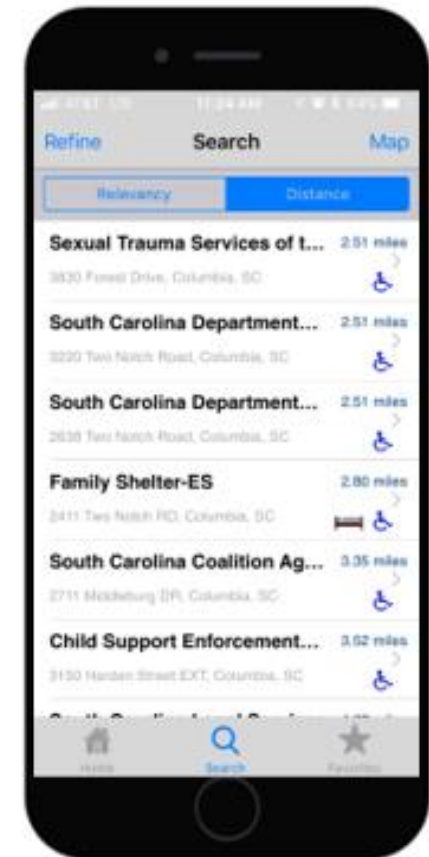
Manage your favorites

Search Results



Search Results

- Sort by distance
- View in list or map view
- Refine by keywords, area served, or physical location
- Access detailed agency information with one click



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Contacting Agencies



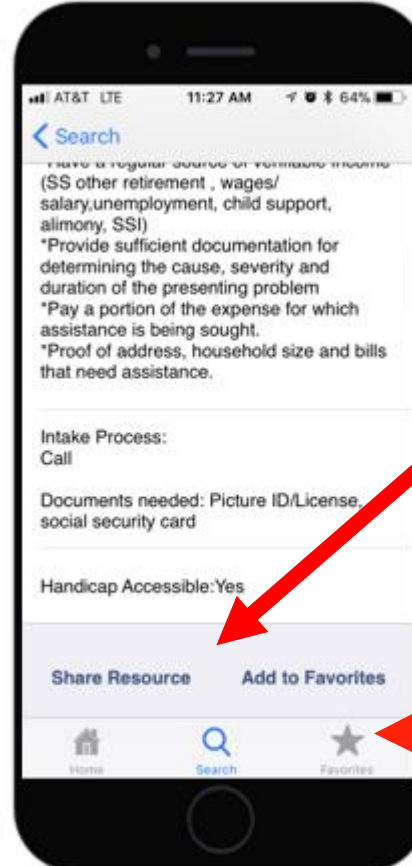
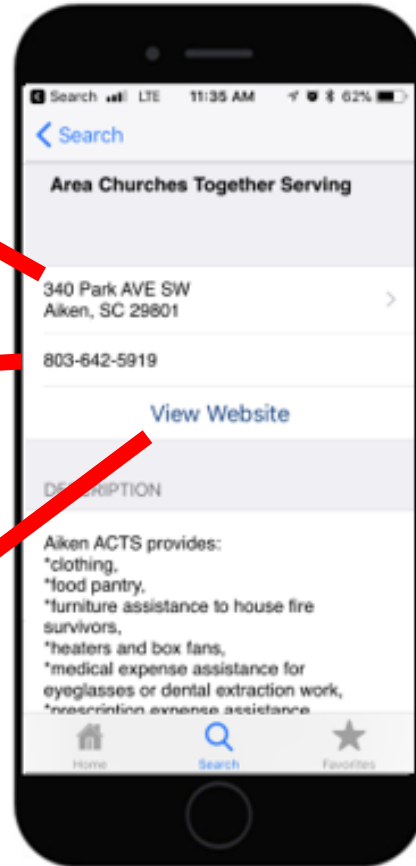
Get directions



Call Agency



Visit Agency Website



Send link via Email or Text



Save for quick access

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Resources in Anderson County

United Way Association of South Carolina

01/25/2019



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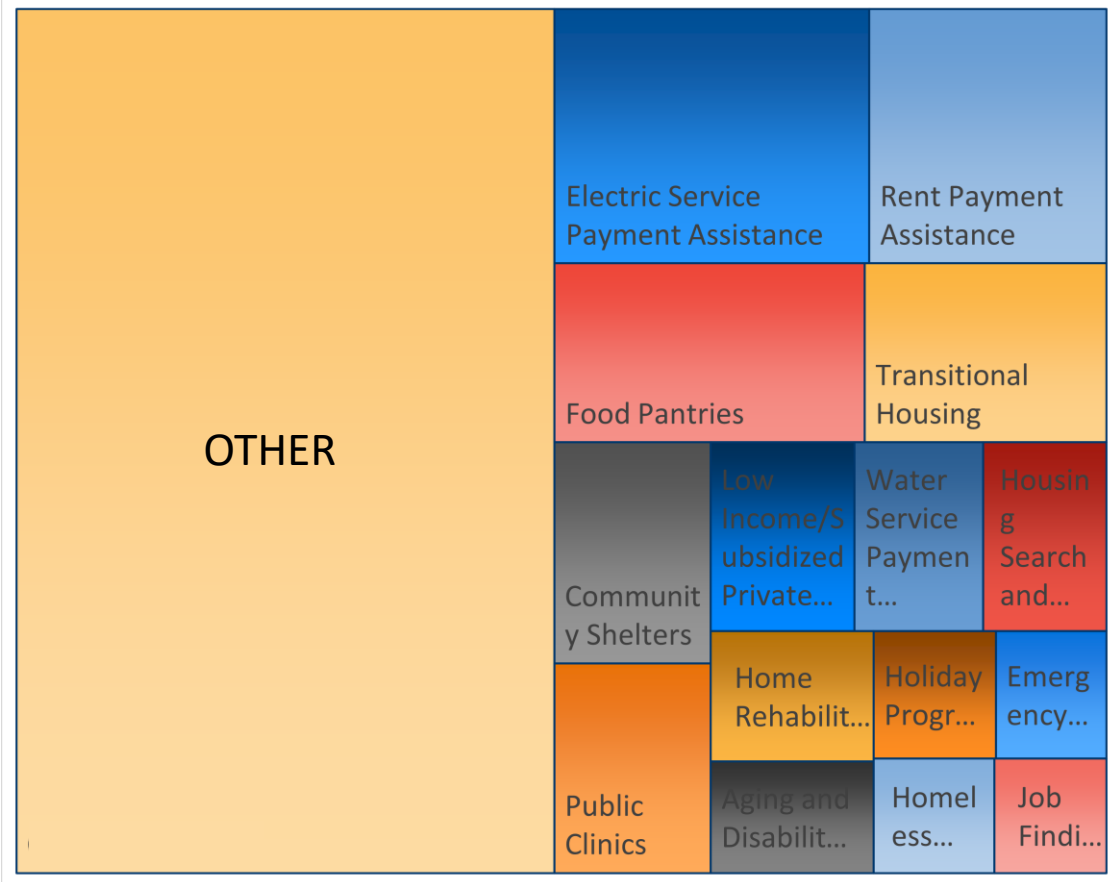
2-1-1 Resource Directory

Top Referred Providers in 2018	
Anderson Interfaith Ministries	14.77%
The Salvation Army	11.13%
Catholic Charities	7.33%
United Housing Connections	4.73%
Good Neighbor Cupboard	3.02%
Area Agency on Aging	2.71%
Family Promise of Anderson County	1.94%
South Carolina Housing Search	1.90%
United Ministries	1.67%
Housing Authority of Anderson	1.63%
AIM Ramps & Minor Repairs	1.47%
Our Daily Rest	1.47%
The Regroup Center of SC	1.43%
Rebuild Upstate	1.40%
The LOT Project	1.36%

- More than **80** community resources located in Anderson County
- More than **1,000** agencies serving resident of Anderson County
- More than **240** agencies referred to residents in Anderson county in 2018
- More than **24,000** agency audits by UWASC staff in the last 12 months

Most requested services

Top Needs Presented in 2018



- Most common requests are for Utilities, Housing, Food, and Access to Healthcare
- ‘Other’ is composed of unspoken/secondary needs, specialized services, and more

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Edit/Add New Resources



Select Edit/Add your agency at [SC211.org](https://www.sc211.org)



Dial 2-1-1 and press **Option 8**



Email John-Mark at johnmark.bell@uwasc.org



Call John-Mark at **803.609.3569**

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Questions?

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Thank you!

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