

2016 Impact Report

TOTAL CALLS



2.1 million calls received



2,714 online chat sessions



1.4 million outgoing calls & texts

STATE PARTNERSHIPS

Total Calls

DHHS
Medicaid

991,401

DSS
SNAP

443,414

DHEC
Central
Appointing

574,615

DISASTER-RELATED CALLS

9,332 Disaster Case Management Intake Calls

2,841 SCEMD PIPS Calls

TOP REFERRAL REQUESTS

17%



VITA

17%



Housing/Shelter Assistance

14%



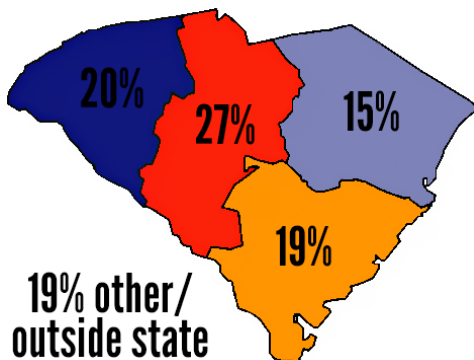
Utility Payment Assistance

6%



Food Pantries

CALL VOLUME BY REGION



2-1-1 IS FOR EVERYONE!

United Way Association of South Carolina is celebrating the 10-year anniversary of SC 2-1-1 providing statewide coverage, ensuring access to this vital resource for every citizen of South Carolina.

WHAT IS 2-1-1?

SC 2-1-1 is a full service information and referral contact center, connecting individuals with over 15,000 health and human services resources. This service is free and confidential, and available 24/7, 365 days a year.

HOW DOES 2-1-1 WORK?

A trained specialist assesses the caller's needs and directs them to the appropriate services. State agencies, community-based and faith-based organizations use 2-1-1 to connect clients to services.

WHO MANAGES 2-1-1?

SC 2-1-1 is a service of South Carolina United Ways and managed by United Way Association of South Carolina.

HOW DO YOU USE 2-1-1?

2-1-1 is accessible by telephone by dialing 2-1-1. If someone can't get through by dialing 2-1-1, our 800-number is 1-866-892-9211. Access is also available online through web search or chat at SC211.org.

STATEWIDE AND NATIONAL PROGRAMS

VITA and MyFreeTaxes

CDC flu-on-call line and triage services during flu pandemic

Lifeline Suicide Prevention Hotline

Anti-Human Trafficking screening, reporting, and referral

PROGRAMS AND PARTNERSHIPS

SC 2-1-1 currently has contracts or partnerships with five state government agencies:

Department of Health & Environmental Control
Central Appointing for health clinics

Department of Health & Human Service
Member Services Contact Center for SC Healthy Connections Program

Department of Social Services
DSS Connect

Lieutenant Governor's Office on Aging
Simplified process for seniors to connect with local Office on Aging

SC Emergency Management Division
Public Information Phone System (PIPS) staffing support and overflow calls