

Trident United Way 211 Traffic Overview



Total Calls
12,487
-10%*



Total Referrals
38,409
74%*



Total Texts
2,093



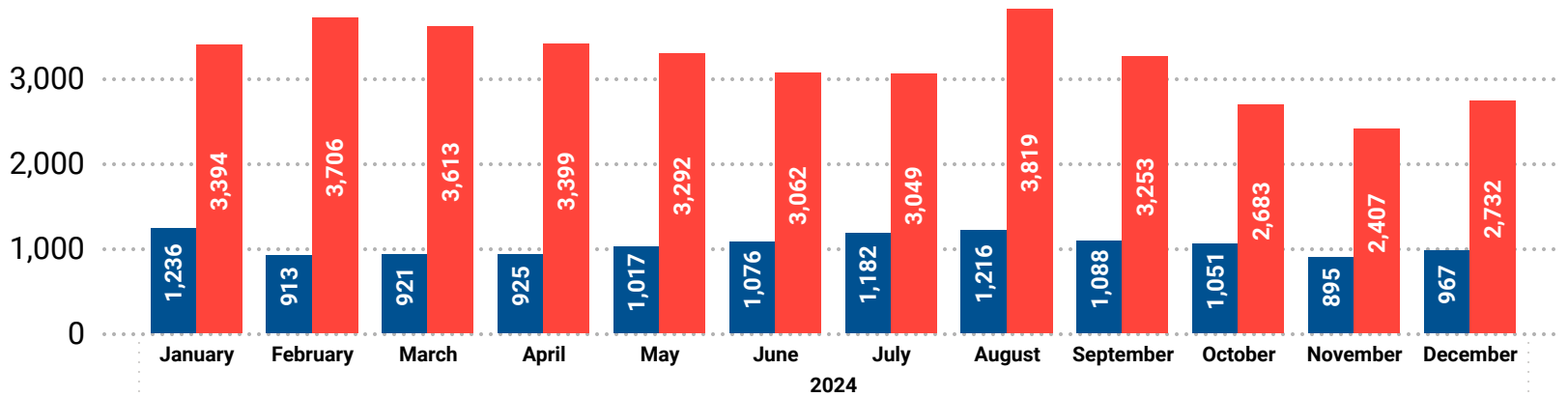
Website Visits
22,809

Total Contacts: 37,389

Calls and Referrals by Month

Jan-Dec 2024

● Calls ● Referrals

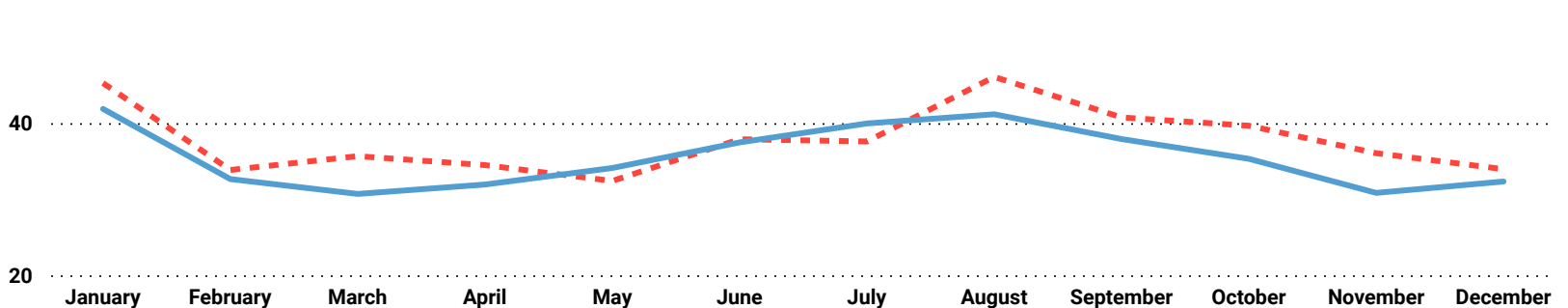


In 2024, calls to 211 followed seasonal patterns. Calls decreased in the Spring and rose during the Summer. **Calls were down by 10%** compared to 2023. Call volume was at or below 2023 levels for all months. Compared to 2023, call volume was lowest from August to November. Due to Hurricane Helene's trajectory into western SC and the Upstate, it is likely that there were less calls to 211 during the typical hurricane season. Referrals increased significantly, partly because referrals were provided per service rather than per organization. This allows for a more accurate record of referred programs and services than the previous method.

Average Daily Calls

Jan-Dec 2023 v. Jan-Dec 2024

--- Average calls per Day in 2023 — Calls in 2024 average per Day

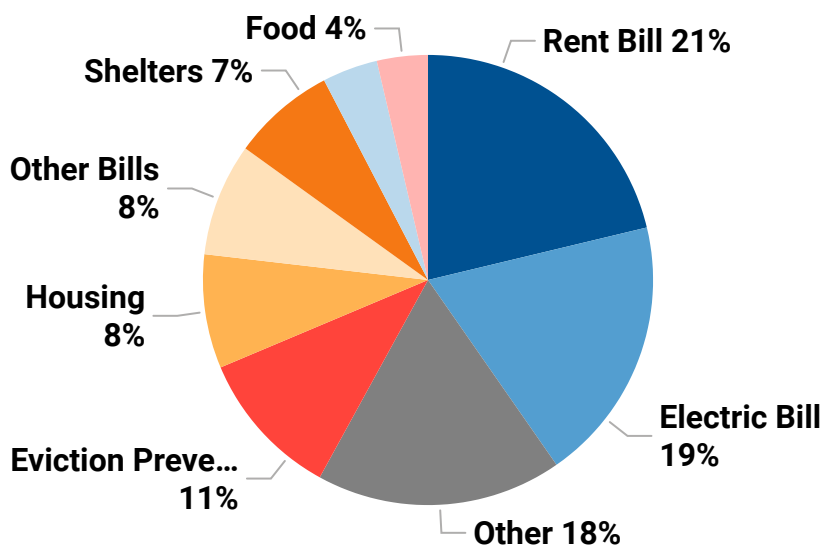


*Compared to previous year, same period

Trident United Way Needs Breakdown

Needs Breakdown

Based on Calls, Jan-Dec 2024



| Needs | Calls | Calls YoY%* | Referrals | Referrals YoY%* |
|---------------------|-------|-------------|-----------|-----------------|
| Rent Bill | 3,200 | -5% | 7,650 | 69% |
| Electric Bill | 2,873 | 4% | 7,556 | 75% |
| Eviction Prevention | 1,606 | 9% | 2,444 | 50% |
| Housing | 1,232 | -5% | 3,959 | 94% |
| Other Bills | 1,221 | 19% | 2,006 | 29% |
| Shelters | 1,118 | -6% | 2,171 | 102% |
| Home Rehab. | 599 | 12% | 1,208 | 17% |
| Food | 551 | 3% | 3,208 | 83% |

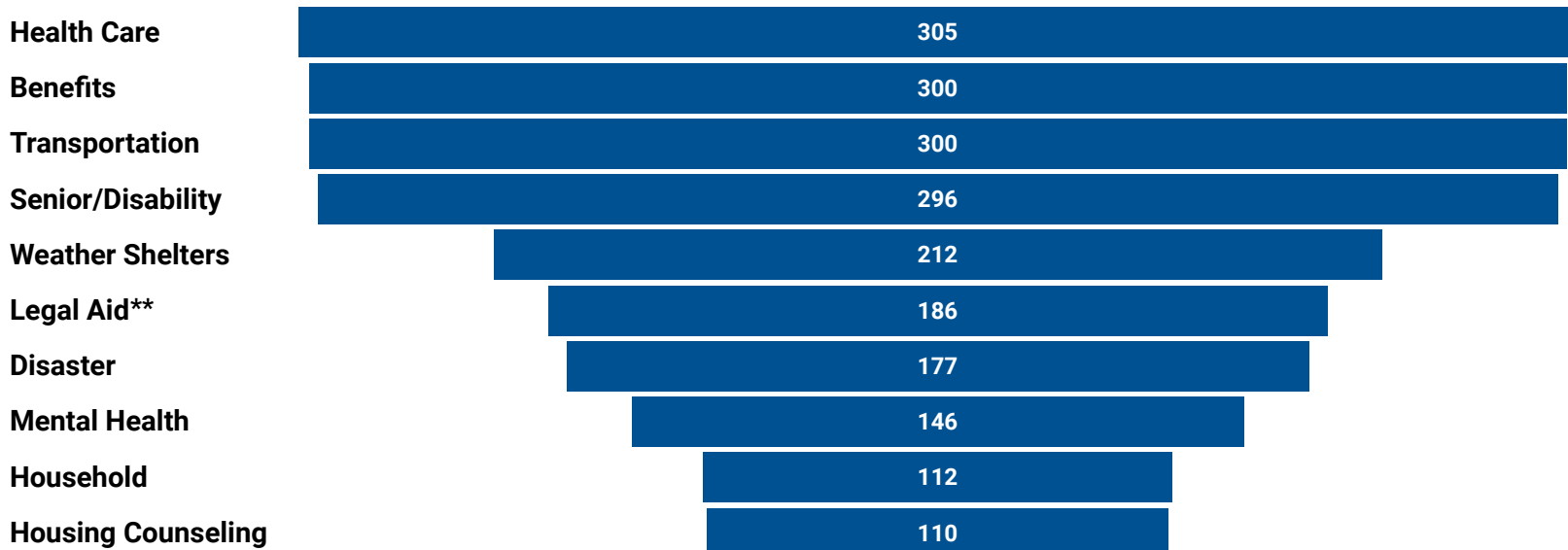
***See below for further information

Rent and Electric Assistance continued to be the top needs for the Trident region. Calls for both made up 49% of all calls and remained at similar levels to the previous year. Calls for Affordable Housing and Shelters were slightly lower than 2023. Other housing related needs such as Eviction Prevention and Other Bills saw more substantial increases. Overall, the top needs for the Trident region saw few changes from 2023.

Breakdown of Other Needs

Based on Calls, Jan-Dec 2024

Included in the "Other" category are additional needs presented by 211 callers that fall outside the top categories listed above. Below is a breakdown of the next most frequently requested needs. Calls for Transportation, Health Care, Senior & Disability Needs, Weather Shelters, and Benefits Assistance consist of the majority of "Other" needs.

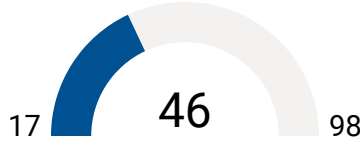


*Compared to previous year's calls, same period **Legal Aid primarily refers to Eviction related legal assistance

Trident United Way 211 Demographics



Average Age



| Caller Type | Calls | %* |
|-------------------------------|--------|--------|
| Self | 11,814 | 94.61% |
| Friend/Relative | 512 | 4.10% |
| Community Agency/Organization | 145 | 1.16% |
| Business | 10 | 0.08% |
| Church | 3 | 0.02% |
| Police | 3 | 0.02% |

| Income Brackets | Calls | %* |
|---------------------|-------|--------|
| No Income | 717 | 29.76% |
| \$1-\$14,999 | 660 | 27.40% |
| \$15,000-\$24,999 | 448 | 18.60% |
| \$25,000-\$34,999 | 344 | 14.28% |
| \$35,000-\$49,999 | 177 | 7.35% |
| \$50,000-\$74,999 | 53 | 2.20% |
| \$100,000-\$149,999 | 5 | 0.21% |
| \$75,000-\$99,999 | 5 | 0.21% |

| Education Level | Calls | %* |
|-----------------------------|-------|-------|
| GED/High School | 949 | 46.4% |
| Some college | 548 | 26.8% |
| Less than GED/High School | 252 | 12.3% |
| Associate's degree | 154 | 7.5% |
| Bachelor's degree or higher | 141 | 6.9% |

| Public Assistance | Calls | %* |
|-----------------------|--------------|--------------|
| No Assistance | 1,585 | 57.1% |
| Has Assistance | 1,189 | 42.9% |
| SNAP | 534 | 19.3% |
| Other | 301 | 10.9% |
| Multiple | 290 | 10.5% |
| Not Collected | 28 | 1.0% |
| Section 8 | 21 | 0.8% |
| WIC | 13 | 0.5% |
| TANF | 2 | 0.1% |

| Gender | Calls | %* |
|-------------|-------|--------|
| Female | 2,144 | 79.23% |
| Male | 556 | 20.55% |
| Not Listed | 4 | 0.15% |
| Transgender | 2 | 0.07% |

| Race-Ethnicity | Calls | %* |
|---|-------|--------|
| Two or More Races | 5,045 | 67.14% |
| Black/African American | 1,857 | 24.71% |
| White | 498 | 6.63% |
| Hispanic or Latino | 74 | 0.98% |
| Race/Ethnicity Not Listed | 28 | 0.37% |
| American Indian or Alaskan Native | 10 | 0.13% |
| Asian | 1 | 0.01% |
| Native Hawaiian or Other Pacific Islander | 1 | 0.01% |

| Household Composition | Calls | %* |
|-----------------------------|-------|-------|
| Single Female with Children | 819 | 32.6% |
| Single Female | 796 | 31.7% |
| Single Male | 306 | 12.2% |
| Couple with children | 256 | 10.2% |
| Couple without children | 197 | 7.8% |
| Grandparent with children | 87 | 3.5% |
| Single Male with Children | 53 | 2.1% |

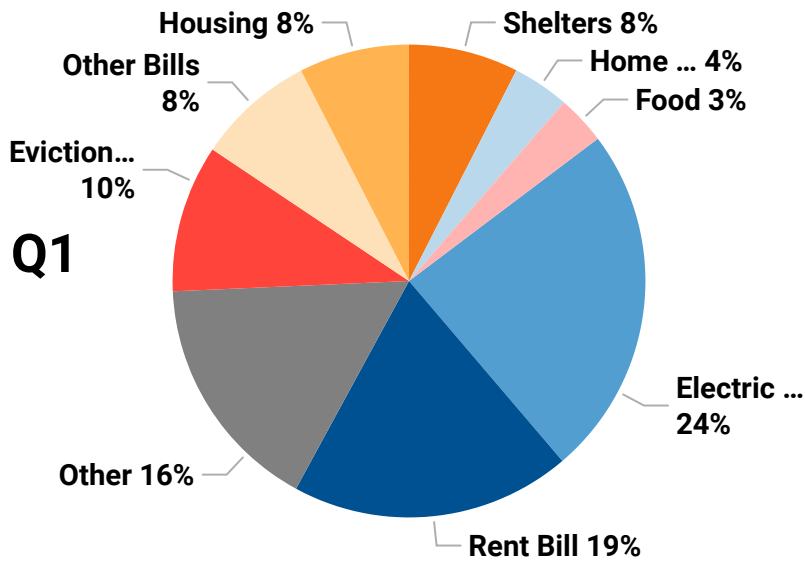
| Employment Status | Calls | %* |
|----------------------|------------|--------------|
| Employed | 960 | 38.4% |
| Full-time | 680 | 27.2% |
| Part-time | 280 | 11.2% |
| Unemployed | 777 | 31.1% |
| Disabled | 531 | 21.2% |
| Retired | 195 | 7.8% |
| Self-Employed | 37 | 1.5% |

| Veteran Status | Calls | %* |
|-------------------|-------|--------|
| No | 2,491 | 95.00% |
| Yes - Veteran | 112 | 4.27% |
| Yes - Retired | 12 | 0.46% |
| Yes - Active Duty | 4 | 0.15% |
| Yes - Reservist | 3 | 0.11% |

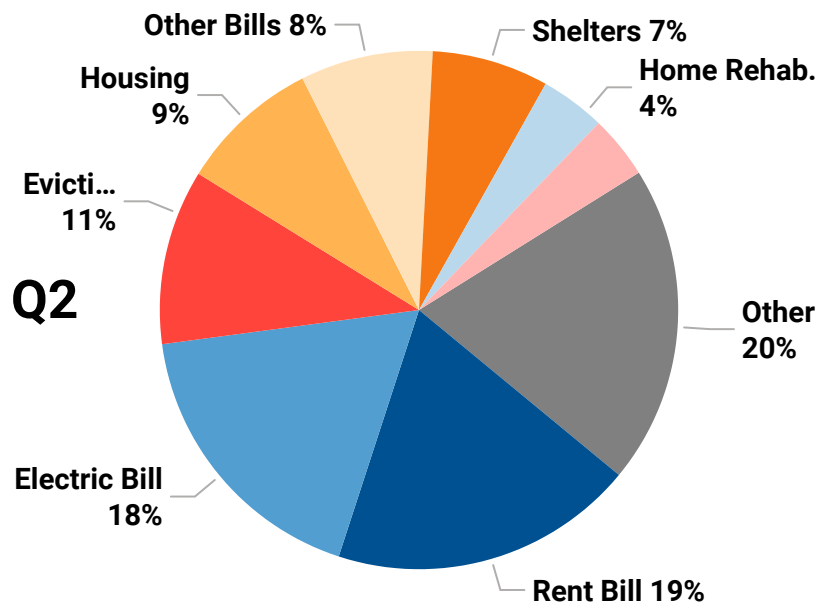
| Health Insurance | Calls | %* |
|------------------|-------|-------|
| Yes | 1,607 | 69.8% |
| No | 694 | 30.2% |

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

Trident United Way Quarterly Top Needs Overview



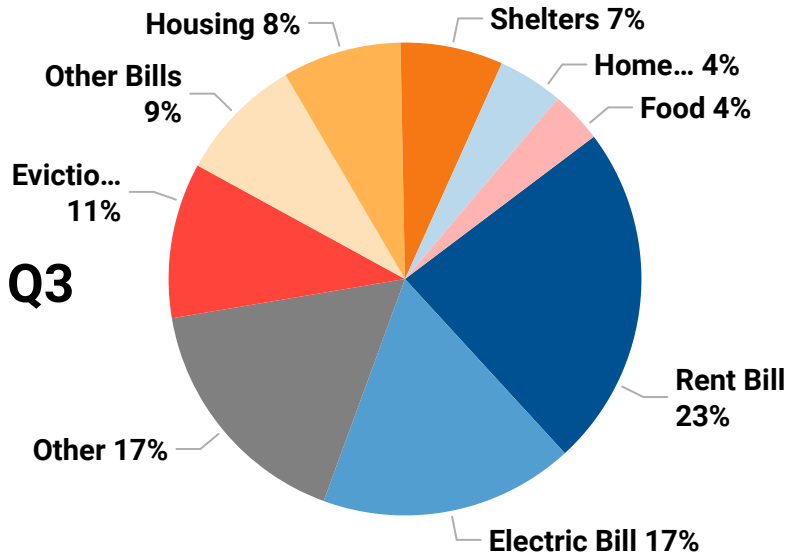
| Needs | Calls | Calls YoY%* | Referrals | Referrals YoY%* |
|---------------------|-------|-------------|-----------|-----------------|
| Electric Bill | 906 | 25% | 2,920 | 219% |
| Rent Bill | 722 | -12% | 2,094 | 163% |
| Eviction Prevention | 380 | 44% | 681 | 149% |
| Other Bills | 304 | 3% | 642 | 45% |
| Housing | 284 | -16% | 918 | 85% |
| Shelters | 283 | -13% | 442 | 58% |
| Home Rehab. | 146 | 35% | 295 | 35% |
| Food | 126 | 6% | 818 | 151% |



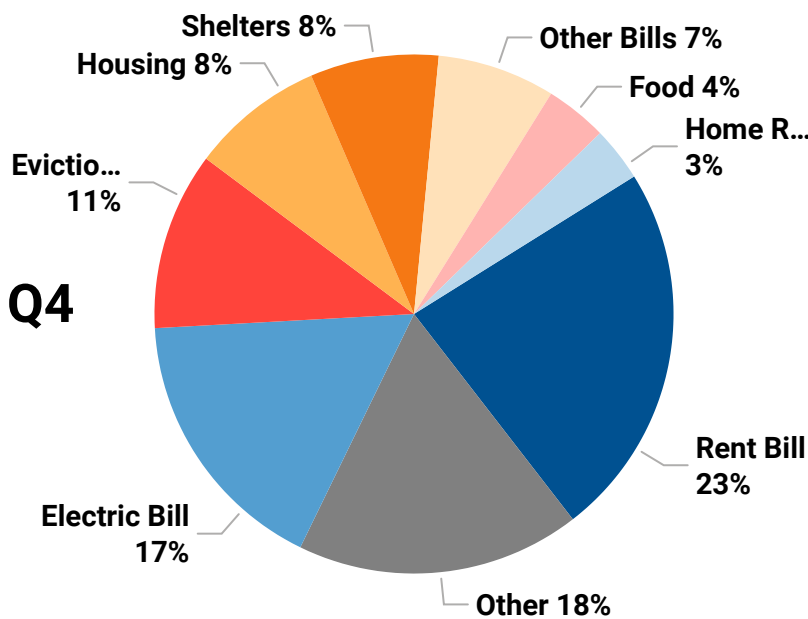
| Needs | Calls | Calls YoY%* | Referrals | Referrals YoY%* |
|---------------------|-------|-------------|-----------|-----------------|
| Rent Bill | 727 | -9% | 1,617 | 64% |
| Electric Bill | 683 | 33% | 1,675 | 125% |
| Eviction Prevention | 417 | 55% | 596 | 103% |
| Housing | 335 | -3% | 1,093 | 104% |
| Other Bills | 316 | 46% | 491 | 67% |
| Shelters | 278 | 1% | 570 | 131% |
| Home Rehab. | 155 | 5% | 291 | 0% |
| Food | 150 | 15% | 837 | 134% |

*Compared to previous year's calls, same time period

Trident United Way Quarterly Top Needs Overview



| Needs | Calls | Calls YoY%* | Referrals | Referrals YoY%* |
|---------------------|-------|-------------|-----------|-----------------|
| Rent Bill | 976 | 4% | 2,162 | 108% |
| Electric Bill | 724 | -10% | 1,656 | 72% |
| Eviction Prevention | 442 | -13% | 666 | 14% |
| Other Bills | 358 | 49% | 447 | 55% |
| Housing | 338 | -3% | 1,166 | 109% |
| Shelters | 292 | 0% | 618 | 161% |
| Home Rehab. | 186 | 13% | 376 | 26% |
| Food | 147 | 1% | 770 | 102% |



| Needs | Calls | Calls YoY%* | Referrals | Referrals YoY%* |
|---------------------|-------|-------------|-----------|-----------------|
| Rent Bill | 775 | -4% | 1,777 | 4% |
| Electric Bill | 560 | -24% | 1,305 | -23% |
| Eviction Prevention | 367 | -15% | 501 | 4% |
| Housing | 275 | 3% | 782 | 75% |
| Shelters | 265 | -10% | 541 | 75% |
| Other Bills | 243 | -10% | 426 | -20% |
| Food | 128 | -8% | 783 | 14% |
| Home Rehab. | 112 | -5% | 246 | 7% |

*Compared to previous year's calls, same time period



Trident United Way Overdue Bill Amount Overview

Callers requesting Rent, Mortgage, Utility, or other forms of financial assistance may opt in to tell 211 the dollar amount they are overdue on payments. Average overdue bills fluctuated throughout the year. Average rent, mortgage, electric, and water bills were highest in Q1. Freezing temperatures in January, which often lead to burst water pipes, may contribute to higher averages. Q4 saw the second highest averages for most bills. Additional holiday expenses may contribute to overdue bills in Q4 and early Q1. Heavy rain in August resulting in flooding may have contributed to the higher volume of calls in Q3.

Quarter 1

| Top Needs | Calls | Callers w/ Stated Debt | Average Overdue Bill | Total Overdue |
|-------------------------------------|--------------|------------------------|----------------------|--------------------|
| Electric Service Payment Assistance | 906 | 299 | \$1,980 | \$591,943 |
| Mortgage Payment Assistance | 59 | 13 | \$2,778 | \$36,110 |
| Rent Payment Assistance | 721 | 216 | \$5,718 | \$1,235,018 |
| Rental Deposit Assistance | 48 | 10 | \$908 | \$9,080 |
| Water Service Payment Assistance | 108 | 47 | \$1,144 | \$53,760 |
| Total | 1,523 | 498 | \$3,867 | \$1,925,911 |

Quarter 2

| Top Needs | Calls | Callers w/ Stated Debt | Average Overdue Bill | Total Overdue |
|-------------------------------------|--------------|------------------------|----------------------|--------------------|
| Electric Service Payment Assistance | 683 | 303 | \$1,522 | \$461,182 |
| Mortgage Payment Assistance | 42 | 17 | \$1,587 | \$26,987 |
| Rent Payment Assistance | 727 | 291 | \$3,658 | \$1,064,570 |
| Rental Deposit Assistance | 61 | 14 | \$1,375 | \$19,255 |
| Water Service Payment Assistance | 128 | 64 | \$803 | \$51,369 |
| Total | 1,336 | 571 | \$2,843 | \$1,623,363 |

Quarter 3

| Top Needs | Calls | Callers w/ Stated Debt | Average Overdue Bill | Total Overdue |
|-------------------------------------|--------------|------------------------|----------------------|--------------------|
| Electric Service Payment Assistance | 724 | 316 | \$1,266 | \$400,039 |
| Mortgage Payment Assistance | 65 | 23 | \$1,839 | \$42,294 |
| Rent Payment Assistance | 973 | 466 | \$4,101 | \$1,911,217 |
| Rental Deposit Assistance | 56 | 15 | \$1,698 | \$25,470 |
| Water Service Payment Assistance | 143 | 75 | \$497 | \$37,298 |
| Total | 1,650 | 751 | \$3,217 | \$2,416,318 |

Quarter 4

| Top Needs | Calls | Callers w/ Stated Debt | Average Overdue Bill | Total Overdue |
|-------------------------------------|--------------|------------------------|----------------------|--------------------|
| Electric Service Payment Assistance | 560 | 240 | \$1,388 | \$333,061 |
| Mortgage Payment Assistance | 53 | 24 | \$2,224 | \$53,372 |
| Rent Payment Assistance | 773 | 335 | \$4,411 | \$1,477,840 |
| Rental Deposit Assistance | 38 | 13 | \$1,565 | \$20,340 |
| Water Service Payment Assistance | 118 | 51 | \$709 | \$36,184 |
| Total | 1,307 | 548 | \$3,505 | \$1,920,797 |

2024 Total Amount

| Needs | Calls | Callers w/ Stated Debt | Average Overdue Bill | Total Overdue |
|-------------------------------------|--------------|------------------------|----------------------|--------------------|
| Automobile Payment Assistance | 34 | 9 | \$643 | \$5,787 |
| Electric Service Payment Assistance | 2,873 | 1,158 | \$1,543 | \$1,786,225 |
| Gas Service Payment Assistance | 54 | 12 | \$666 | \$7,992 |
| Internet Service Payment Assistance | 23 | 6 | \$97 | \$582 |
| Mortgage Payment Assistance | 219 | 77 | \$2,062 | \$158,763 |
| Rent Payment Assistance | 3,194 | 1,308 | \$4,349 | \$5,688,645 |
| Rental Deposit Assistance | 203 | 52 | \$1,426 | \$74,145 |
| Sewer Service Payment Assistance | 42 | 18 | \$317 | \$5,702 |
| Water Service Payment Assistance | 497 | 237 | \$754 | \$178,611 |
| Total | 5,856 | 2,363 | \$3,346 | \$7,906,452 |

2023 Total Amount

| Needs | Calls | Callers w/ Stated Debt | Average Overdue Bill | Total Overdue |
|--|--------------|------------------------|----------------------|--------------------|
| Electric Service Payment Assistance | 2,773 | 742 | \$1,130 | \$838,284 |
| Gas Service Payment Assistance | 41 | 6 | \$1,191 | \$7,147 |
| Heating Fuel Payment Assistance | 10 | 2 | \$650 | \$1,300 |
| Mortgage Payment Assistance | 199 | 33 | \$2,378 | \$78,458 |
| Prescription Expense Assistance | 72 | 2 | \$1,650 | \$3,300 |
| Property Tax Payment Assistance | 16 | 1 | \$3,200 | \$3,200 |
| Rent Payment Assistance | 3,357 | 887 | \$3,254 | \$2,886,634 |
| Rental Deposit Assistance | 228 | 34 | \$1,318 | \$44,799 |
| Sewer Service Payment Assistance | 19 | 2 | \$2,375 | \$4,750 |
| Undesignated Temporary Financial Assistance | 32 | 1 | \$400 | \$400 |
| Water Bill Payment Plan Negotiation Assistance | 2 | 1 | \$188 | \$188 |
| Water Service Payment Assistance | 560 | 162 | \$814 | \$131,826 |
| Total | 6,245 | 1,559 | \$2,566 | \$4,000,287 |

Trident United Way 211 Top Needs by County



| County | Calls | Calls YoY%* | Referrals | Referrals YoY%* |
|--------------|---------------|-------------|---------------|-----------------|
| Charleston | 7,005 | -9% | 22,495 | 81% |
| Dorchester | 3,052 | -2% | 8,600 | 90% |
| Berkeley | 2,430 | -19% | 7,314 | 45% |
| Total | 12,487 | -10% | 38,409 | 74% |

| County Top Needs | Berkeley | | Charleston | | Dorchester | |
|--------------------------------------|----------|-------------|------------|-------------|------------|-------------|
| | Calls | Calls YoY%* | Calls | Calls YoY%* | Calls | Calls YoY%* |
| Rent Bill | 707 | -19% | 1,739 | 1% | 754 | -2% |
| Electric Bill | 435 | -15% | 1,514 | 2% | 924 | 19% |
| Eviction Prevention | 291 | -8% | 1,012 | 15% | 303 | 11% |
| Housing | 238 | -27% | 706 | -1% | 288 | 12% |
| Other Bills | 290 | 6% | 617 | 16% | 314 | 45% |
| Shelters | 188 | -20% | 727 | -5% | 203 | 12% |
| Home Rehab. | 143 | 17% | 346 | 4% | 110 | 34% |
| Food | 121 | -14% | 284 | 2% | 146 | 25% |
| Health Care | 74 | -4% | 153 | 12% | 78 | 28% |
| Benefits | 71 | -8% | 155 | 17% | 74 | 7% |
| Transportation | 56 | -14% | 175 | 24% | 69 | 23% |
| Senior/Disability | 65 | -7% | 155 | -10% | 76 | -6% |
| Weather Shelters | 29 | 164% | 148 | 185% | 35 | 218% |
| Legal Aid | 46 | -68% | 104 | -66% | 36 | -69% |
| Disaster | 34 | 240% | 88 | 487% | 55 | 244% |
| Mental Health | 49 | -26% | 70 | 6% | 27 | -25% |
| Household | 36 | 89% | 42 | -25% | 34 | -24% |
| Housing Counseling | 22 | 633% | 61 | 578% | 27 | 1250% |
| Employment | 17 | 55% | 62 | 170% | 28 | 47% |
| Baby | 28 | 47% | 54 | 125% | 21 | 40% |
| Clothing | 20 | -31% | 52 | 11% | 20 | -9% |
| Accessible Home Construction | 19 | 1800% | 46 | 1433% | 18 | ***** |
| Weatherization | 11 | 120% | 45 | 150% | 21 | 40% |
| Air Conditioners | 21 | -34% | 32 | -6% | 16 | -6% |
| Administrative Entities | 12 | 71% | 31 | 182% | 12 | 300% |
| Substance Abuse | 17 | -23% | 30 | -17% | 8 | -20% |
| VITA | 11 | -8% | 22 | 0% | 14 | 75% |
| Holiday Programs | 11 | -21% | 24 | -14% | 6 | -57% |
| Hygiene | 7 | 0% | 22 | 57% | 7 | 75% |
| 211 Systems | 4 | -20% | 21 | 31% | 5 | -17% |
| Specialized Information and Referral | 8 | 60% | 12 | 9% | 4 | 100% |
| Appliances | 6 | 50% | 12 | 9% | 5 | 25% |
| Ex-Offender | 2 | -33% | 13 | 30% | 4 | 100% |
| Thrift Shops | 9 | ***** | 5 | 67% | 4 | 100% |
| Heaters | 7 | 0% | 9 | 350% | 1 | ***** |
| Personal Financial Counseling | 4 | 300% | 9 | 125% | 4 | 300% |
| Child Care | 4 | 33% | 11 | 57% | 1 | ***** |
| Personal Records | 3 | 0% | 12 | -14% | 0 | -100% |

*Compared to previous year's calls, same time frame
****No data from previous year for comparison



Trident United Way 211 Community Impact Needs

| Community Impact Top Needs | Calls |
|---|--------------|
| Housing | 6,116 |
| Rent Payment Assistance | 3,200 |
| Homelessness Prevention Programs | 859 |
| Transitional Housing/Shelter | 666 |
| Home Rehabilitation Programs | 599 |
| Low Income/Subsidized Private Rental Housing | 581 |
| Eviction Prevention Assistance | 550 |
| Community Shelters | 493 |
| Public Housing | 411 |
| Homeless Motel Vouchers | 404 |
| Housing Related Coordinated Entry | 335 |
| Housing Search and Information | 300 |
| Landlord/Tenant Assistance | 273 |
| Mortgage Payment Assistance | 220 |
| Rental Deposit Assistance | 203 |
| Emergency Shelter | 156 |
| Senior Housing Information and Referral | 156 |
| Homeless Permanent Supportive Housing | 154 |
| Section 8 Housing Choice Vouchers | 154 |
| Rapid Re-Housing Programs | 153 |
| Subsidized Home Acquisition | 146 |
| Homeless Shelter | 131 |
| Housing Counseling | 110 |
| Low Income/Subsidized Rental Housing | 106 |
| Domestic Violence Shelters | 93 |
| Accessible Home Construction | 83 |
| Day Shelters | 81 |
| Weatherization Programs | 77 |
| Family Crisis Shelters | 64 |
| Landlord/Tenant Dispute Resolution | 51 |
| Homeless Drop In Centers | 48 |
| Tenant Rights Information/Counseling | 46 |
| Youth Shelters | 46 |
| Independent Living Communities/Complexes | 42 |
| Utility Assistance | 3,112 |
| Electric Service Payment Assistance | 2,873 |
| Water Service Payment Assistance | 497 |
| Electric Bill Payment Plan Negotiation Assistance | 250 |
| Water Bill Payment Plan Negotiation Assistance | 66 |
| Gas Service Payment Assistance | 54 |
| Sewer Service Payment Assistance | 42 |
| Food/Meals | 617 |
| Food Pantries | 473 |
| Home Delivered Meals | 70 |
| Food Stamps/SNAP | 65 |
| Soup Kitchens | 46 |
| Formula/Baby Food | 42 |
| Health Care | 311 |
| Prescription Expense Assistance | 76 |
| Dental Care | 69 |
| Aging and Disability Resource Centers | 62 |
| Medical Care Expense Assistance | 58 |
| Community Clinics | 40 |
| Health Insurance Information/Counseling | 34 |

| Community Impact Top Needs | Calls |
|---|------------|
| Individual, Family and Community Support | 336 |
| Benefits Screening | 217 |
| In Home Assistance | 46 |
| Holiday Programs | 41 |
| Senior Centers | 37 |
| Disaster Services | 317 |
| Extreme Weather Shelters | 200 |
| Disaster Relief/Recovery Organizations | 79 |
| Post Disaster Cleanup | 50 |
| Clothing/Personal/Household Needs | 311 |
| Furniture | 90 |
| Diapers | 81 |
| General Clothing Provision | 77 |
| Air Conditioners | 69 |
| General Furniture Provision | 49 |
| Transportation | 278 |
| Bus Fare | 97 |
| Long Distance Transportation | 66 |
| Non-Emergency Medical Transportation | 65 |
| Indigent Transportation | 61 |
| Senior Ride Programs | 59 |
| Disability Related Transportation | 51 |
| Local Transit Passes | 41 |
| Local Bus Services | 37 |
| Ride App Services | 36 |
| Gas Money | 35 |
| Automobile Payment Assistance | 34 |
| Legal, Consumer and Public Safety Services | 186 |
| General Legal Aid | 186 |
| Income Support/Assistance | 141 |
| Undesignated Temporary Financial Assistance | 97 |
| VITA Program Sites | 44 |
| Employment | 82 |
| Job Finding Assistance | 82 |
| Other Government/Economic Services | 55 |
| Administrative Entities | 55 |
| Mental Health/Substance Use Disorders | 31 |
| Mental Health Evaluation | 31 |

Trident United Way 211 Website Statistics Overview

In November of 2023, 211 launched a new website. This website allows for further insight into user interactions with 211. Website traffic constitutes over double the call volume to 211 and, as illustrated below, attracts users with different needs. While Rent and Electric Assistance remain in the top highest needs, Internet Assistance often ranks high for website users. A full list of guided search results can be found on the next page, as well as summary of top keyword searches.



Total Website Visits

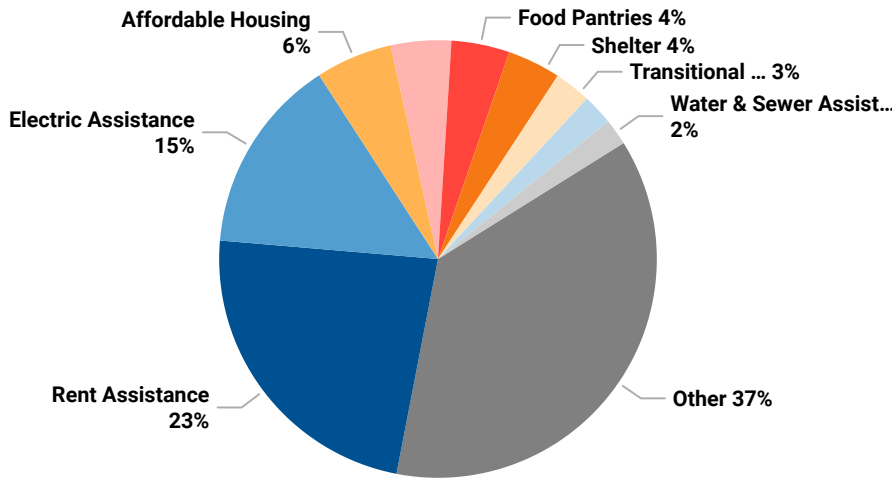
22,809

Total Guided Result Searches

20,390

Total Keyword Searches

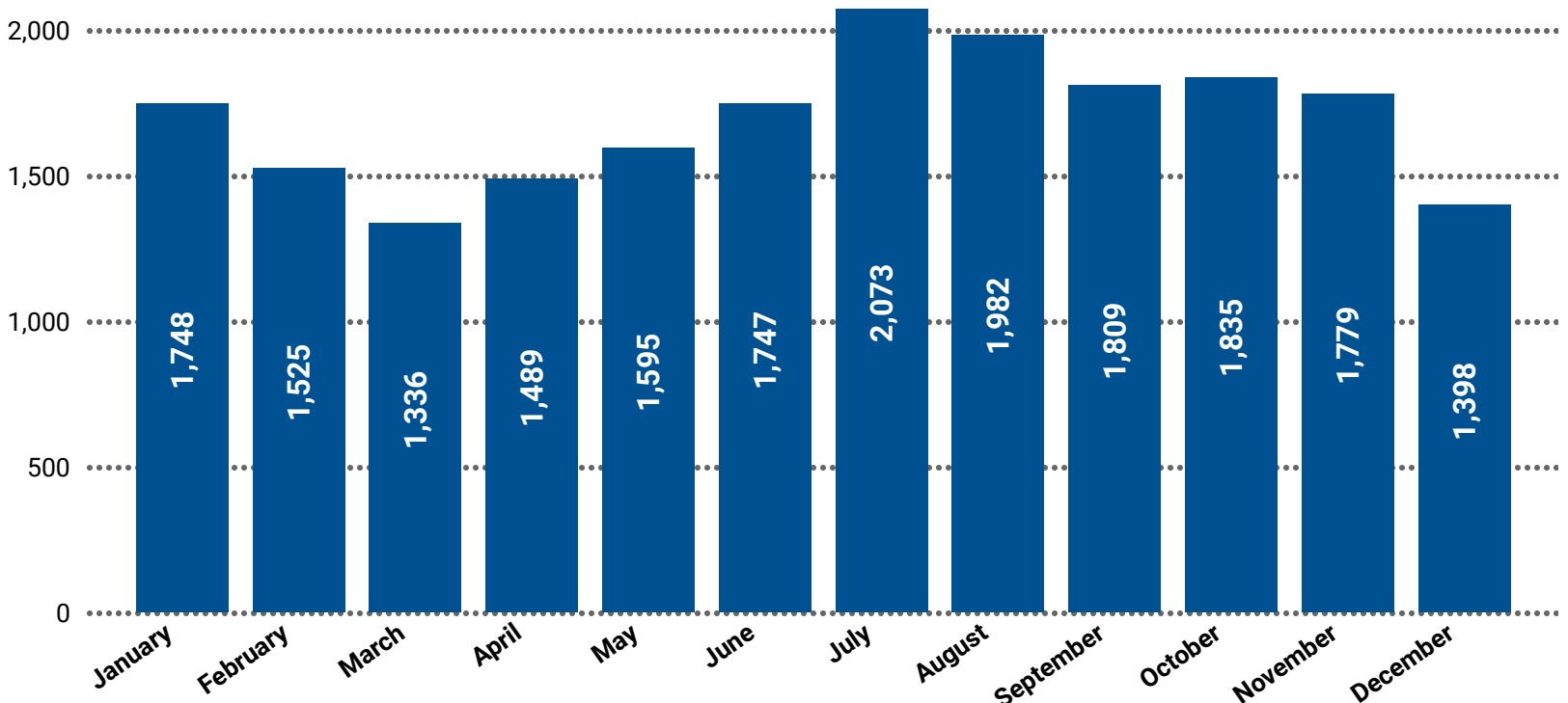
3,234



Top Guided Search Results

| Top Needs | Website Hits |
|-------------------------------------|--------------|
| Rent Assistance | 5,893 |
| Electric Assistance | 3,670 |
| Affordable Housing | 1,432 |
| Home Rehabilitation & Accessibility | 1,128 |
| Food Pantries | 1,086 |
| Shelter | 994 |
| Transitional Housing | 685 |
| Mortgage Assistance | 572 |
| Water & Sewer Assistance | 488 |

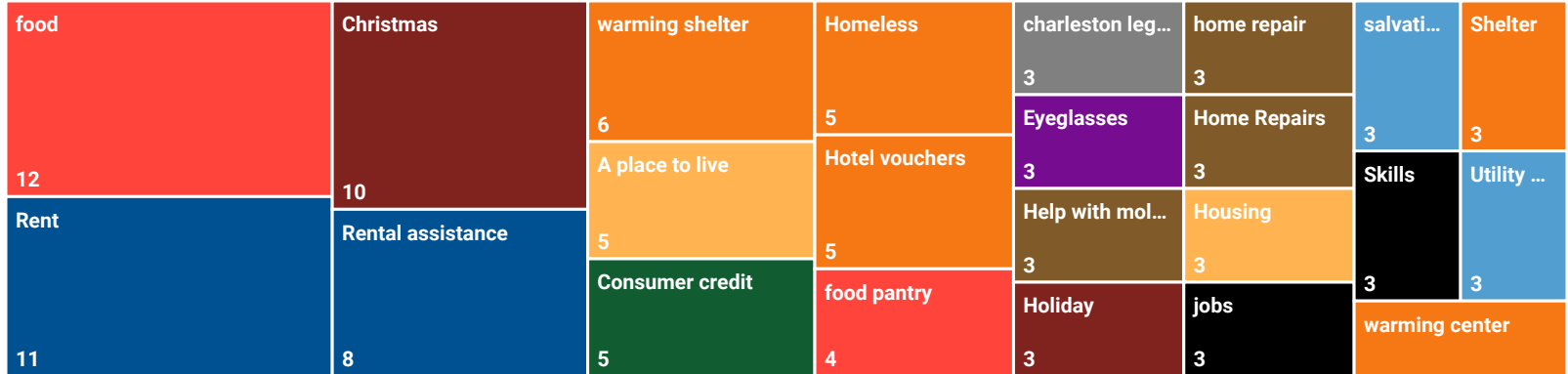
Total Website Hits by Month





Trident United Way 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 |
|---|--------------|--|--------------|--|--------------|
| Rent Assistance | 5,893 | Unemployment | 117 | Temporary Financial Assistance | 35 |
| Electric Assistance | 3,670 | Tax Assistance | 106 | Immigration Legal Assistance | 34 |
| Affordable Housing | 1,432 | Weatherization | 105 | Transportation Information | 34 |
| Home Rehabilitation & Accessibility | 1,128 | Employment Transportation | 100 | Crime and Victim Services | 32 |
| Food Pantries | 1,086 | Other Transportation Needs | 99 | TANF | 32 |
| Shelter | 994 | Personal Care Needs | 99 | Sexual Health and Safe Sex Resources | 31 |
| Transitional Housing | 685 | Furniture and Household Supplies | 97 | Disaster Shelter | 30 |
| Mortgage Assistance | 572 | Home Delivered Meals | 93 | Special Diet and Nutritional Foods | 30 |
| Water & Sewer Assistance | 488 | Transportation to Medical Appointments | 93 | Transgender Services | 30 |
| Eviction Prevention | 449 | Ex-Offender Re-entry Programs | 90 | Disaster Clean Up | 29 |
| Dental and Vision Care | 283 | Soup Kitchen | 86 | Adult Day Programs | 28 |
| Counseling and Mental Health Services | 264 | Senior Ride Programs | 84 | Autism | 27 |
| Clothing | 245 | Crisis Shelters | 81 | Disaster Recovery | 27 |
| Free Clinics | 241 | SNAP | 81 | Social Security and Medicare | 26 |
| Children Clothing & Diapers | 221 | Senior Services and Legal Aid | 80 | Suicide Prevention | 26 |
| Food Banks | 216 | Home Accessibility and Ramp Construction | 79 | Sexual & Physical Abuse Counseling and Resources | 25 |
| Job Search | 205 | Medicaid & Medicare | 77 | Long Distance Transportation | 23 |
| Eviction Prevention Legal Assistance | 202 | Childcare Voucher | 74 | Elder Law | 22 |
| Disability Services | 201 | Mental Health Evaluations | 72 | Dental & Vision Care | 21 |
| Medical and Prescription Expense Assistance | 201 | Women's Health and Family Planning | 70 | Discrimination Legal Assistance | 21 |
| Internet Assistance | 192 | Veteran Assistance Programs | 64 | LGBTQ Support Groups | 21 |
| General Legal Assistance | 182 | Local Transportation | 62 | Holiday Assistance | 20 |
| Food for Babies and Children | 163 | Mental Health Hotlines | 59 | WIC | 20 |
| Food Assistance (SNAP, WIC, TANF, etc.) | 156 | Disaster Relief | 58 | Family & Youth Shelters | 19 |
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