

Housing Crisis Line Report

March 2024



Lowcountry
Continuum of Care



United Way Association
of South Carolina

Calls to the Housing
Crisis Line

1030

HCL Transfers to
Restricted Line

358

Restricted Line
Transfer Percentage

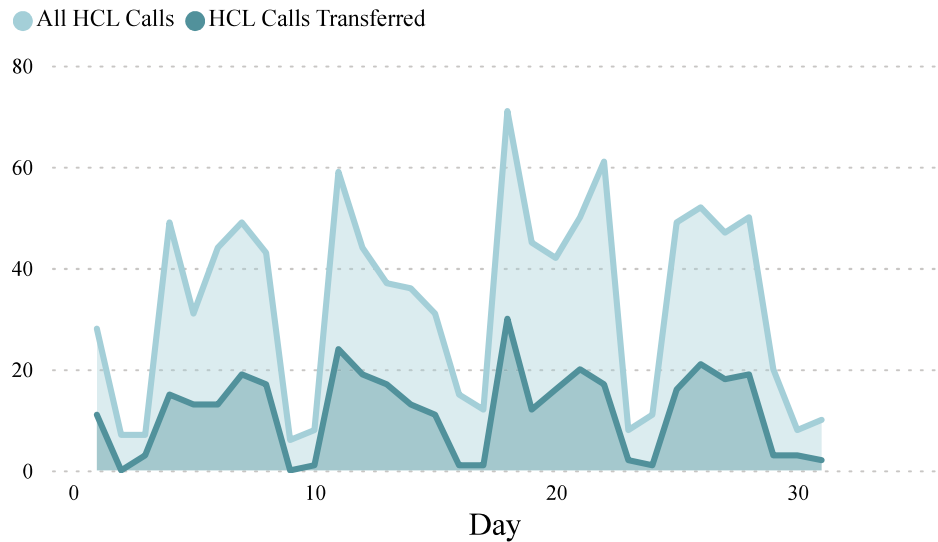
35%

* An additional **50** calls were transferred from 211 to the HCL restricted number, bringing the total number of restricted transfers to **408**.

Calls by County

County	Calls
Charleston	516
County Unknown	252
Other Counties	110
Dorchester	77
Berkeley	51
Beaufort	11
Colleton	11
Jasper	2
Total	1030

Calls by Day of the Month



Non-Transferred Calls

713

Any HCL callers who did not meet the criteria for a restricted line transfer were moved to SC211's Information and Referral service and offered community resources based on their stated needs.

There were **361** non-transferred HCL calls that had no need assigned to them. These typically include repeat callers, poor connections, hang-ups, information-only calls, and callers who decline the referral process.

Top 15 Non-Transferred (I&R) Caller Needs

Need	Calls
Homelessness Prevention Programs	106
Homeless Shelters	99
Eviction Prevention Legal Assistance	93
Transitional Housing/Shelter	91
Rent Assistance	75
Housing Search	40
Public Housing	38
Extreme Weather Shelters	33
Homeless Motel Vouchers	31
Day Shelters	29
Rapid Re-Housing Programs	16
Housing Related Coordinated Entry	14
Section 8 Housing Choice Vouchers	14
Domestic Violence Shelters	12
Electric Assistance	12
Homeless Permanent Supportive Housing	12
Subsidized Home Acquisition	12

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All callers to the Housing Crisis Line are asked to participate in an optional demographic survey, and most agree when asked. Many of the uncollected demographic elements are from the 361 non-transferred HCL calls that had no need assigned to them. These typically include repeat callers, poor connections, hang-ups, information-only calls, and callers who decline the referral process.

Min Age	Max Age	Median Age
19	80	28

Gender	Calls
Not Collected	962
Female	44
Male	24
Total	1030

Ethnicity	Calls
Not Collected	968
Black/African American	46
White	12
Black/African American; Hispanic or Latino	1
Hispanic or Latino	1
Native American or Alaskan Native	1
Native Hawaiian or Other Pacific Islander	1
Total	1030

Education	Calls
Not Collected	984
GED/High School	24
Some college	13
Less than GED/High School	4
Bachelor's degree or higher	3
Associate's degree	2
Total	1030

Household Composition	Calls
Not Collected	965
Single Female	23
Single Male	19
Single Female with Children	14
Couple with children	5
Couple without children	3
Single Male with Children	1
Total	1030

Employment Status	Calls
Not Collected	972
Unemployed	26
Employed	24
Disabled	4
Retired	2
Self-Employed	2
Total	1030

Income Brackets	Calls
Not Collected	974
No Income	27
\$1-\$14,999	10
\$15,000-\$24,999	9
\$25,000-\$34,999	5
\$35,000-\$49,999	5
Total	1030