

2017 SOUTH SOUND 2-1-1 REPORT

UNITED WAY OF PIERCE COUNTY

Ensuring there are Emergency Services for People in Need



South Sound 2-1-1 is a free one-stop, online and phone line resource that increases the efficiency of connecting people experiencing a human services crisis with the appropriate faith-based, nonprofit or public service they need. Our South Sound 211 fields tens of thousands of calls for help annually throughout Pierce, Thurston and Lewis Counties.

South Sound 2-1-1 reports on what needs are being presented in the community, how they are being met and who is helping them to meet those needs. 2-1-1 specialists collect specific caller information based on location of caller, gender and age.

Providing a Lifeline to Critical Services

78,648 Total Contacts in **Pierce, Thurston and Lewis Counties**

5,207 connected to **rental assistance**

2,793 connected to **emergency shelter**

319 connected to **free tax preparation assistance** to get eligible tax credits

242 completed basic **food** applications

2,926 connected to a **transportation** provider

250 families were connected to **childcare**

2,514 callers had **military affiliation**


Top 10 Caller Needs


- 1 Utilities**
- 2 Rent**
- 3 Low Cost Housing**
- 4 Transportation**
- 5 Shelter**
- 6 Legal**
- 7 Food**
- 8 Behavioral Health**
- 9 Physical Health**
- 10 Holiday Assistance**

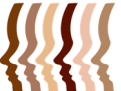
Most Frequent Referral Partners


- Saint Vincent de Paul
- Housing Search Northwest
- Associated Ministries
- Metropolitan Development Council
- Pierce County Human Services
- Salvation Army
- Rescue Mission
- Multifamily Affordable Properties
- Department of Social and Health Services
- First Baptist Church of Lakewood


South Sound 2-1-1 Caller Statistics


Gender

 76/8% Female
 22.47% Male
 .56% Other
 .12% Transgender/Intersex

Age

 83.44 Adult 18-50
 .22 Child 0-13
 .29 Youth 14-17
 16.04 Senior 60 or over

Ethnicity

 48.12% Caucasian
 22.10% Black/African American
 10.18% Other
 8.54 Multiethnic
 5.98 Hispanic/Latino
 3.71 Hawaiian Native/Pacific
 1.94% American/Alaskan Native

Income

 \$0 - \$1,128= 12,077
 \$1,129 - \$1,518= 2,404
 \$1,519 - \$1,907= 1,164
 \$1,908 - \$2,297= 1,068
 \$2,298 - \$2,686= 586
 \$2,687 - \$3,076= 471
 \$3,077 - \$3,466= 218
 \$3,467 - \$3,855= 154
 \$3,856 and over= 375

In Household

 1 – 36.8%
 2 – 23.3%
 3 – 16.1%
 4 – 11.1%
 5 – 6.4%
 6 – 3.4%
 7 – 1.4%
 8+ – 1.5%

Top Zip Codes Served

 98405
 98499
 98444
 98404
 98409
 98387
 98498
 98408
 98466

For questions or further information, please contact South Sound 2-1-1 or visit www.uwpc.org/get-help-now



United Way of Pierce County