

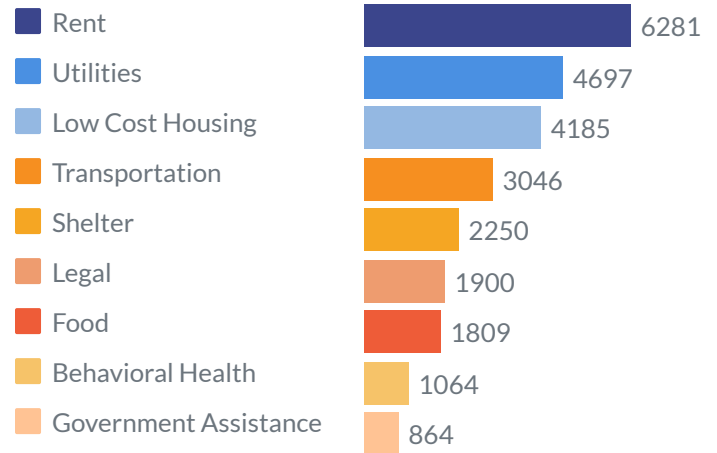
Total Contacts in Pierce, Thurston and Lewis Counties



95%

of callers would recommend South Sound 2-1-1

Top 10 Needs



“211 is really helpful. It gives me direction when I am feeling down and out, they give me ideas that I can’t seem to come up with by myself”



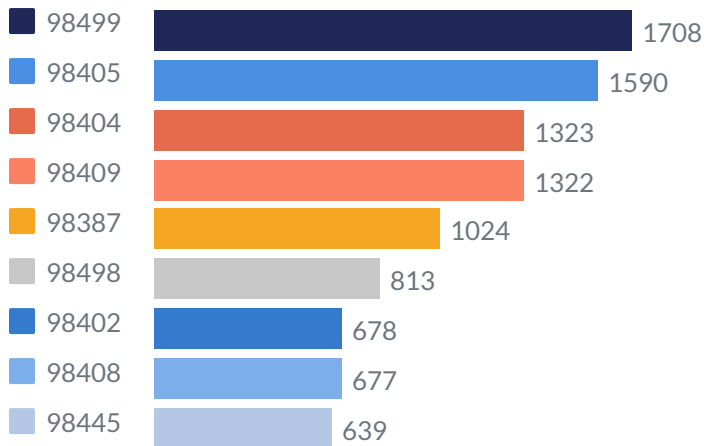
“I decided that I was going to put in my 100% effort to pull myself out of drinking and I needed some way to survive. I have received so much help from 211. I am in a much better place emotionally and I wouldn’t be there without 211”

211 helped me more than I imagined. They provided referrals, helped me prioritize who to call, and really calmed me down.

“I contacted 211 as a last effort and 211 helped me feel like there was a way out of this. It was very relieving to feel heard and 211 was simple to use and they made me feel hopeful.”

Call Statistics

TOP 10 ZIP CODES



MOST REFERRED TO ORGANIZATIONS

1. Saint Vincent de Paul - Pierce County
2. Salvation Army - Tacoma
3. Multifamily Affordable Properties - aptfinder.org
4. Pierce County Human Services
5. Pierce County Housing Authority
6. Mercy Housing Northwest
7. Department of Social and Health Services
8. Korean Women's Association
9. Rescue Mission
10. Martin Luther King Housing and Development Association



Helped connect **4,540** callers to rental assistance and another **2,144** to emergency shelter

Connected **254** callers to free tax preparation and assistance to get the tax credits for which they were eligible.



2,074

of callers had a military affiliation.



Completed **296** basic food applications over the phone.



455
Clients

successfully received a ride via the intake done at 211.



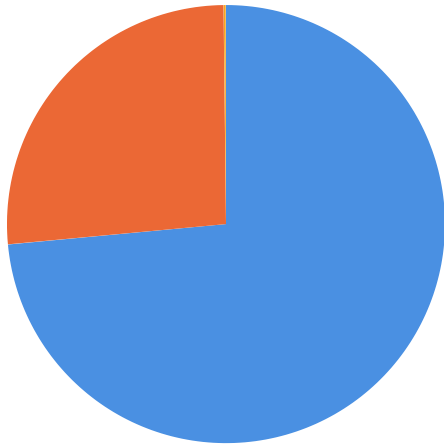
483 were connected to employment and **402** were connected to education

337 families were connected to child care



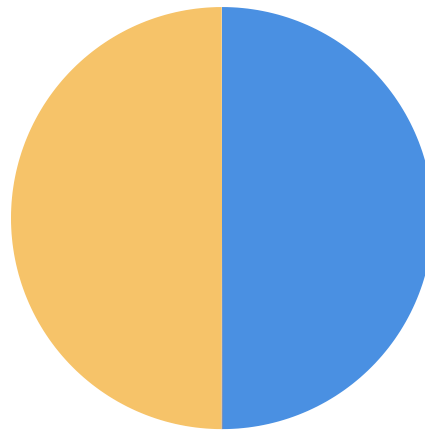
Caller Statistics

Gender



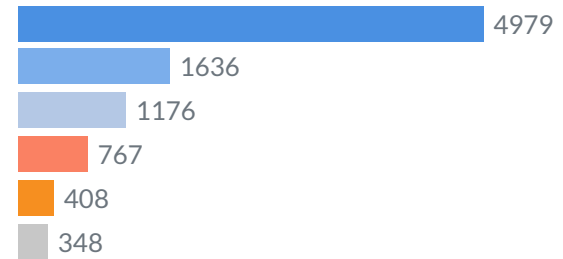
Female (73.53%) Male (26.3%)
Transgender (0.16%)

Age



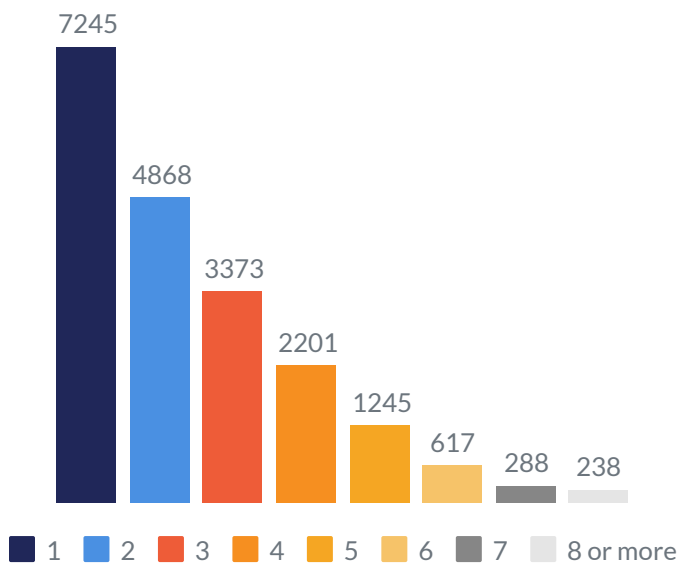
Adult (18-59) (49.97%)
Youth (14-17) (0.07%)
Senior (60 & over) (49.97%)

Ethnicity



Black/African American
Multi-ethnic Hispanic/Latino
Hawaiian Native/Pacific Islander
American/Alaska Native Asian

in Household



1 2 3 4 5 6 7 8 or more

Income



0 (45.22%) Below \$12,140 (25.14%)
Below \$16,460 (8.08%) Below \$20,780 (7.1%)
Below \$25,100 (5.9%) Below \$29,420 (3.4%)
Below \$33,740 (3.06%) Below \$38,060 (2.1%)