Total Contacts in Pierce, Thurston and Lewis Counties

35,077 Contacts
55,215 Web Searches

Top 10 Needs
- Rent: 6281
- Utilities: 4697
- Low Cost Housing: 4185
- Transportation: 4185
- Shelter: 3046
- Legal: 2250
- Food: 1900
- Behavioral Health: 1809
- Government Assistance: 1064
- 864

95% of callers would recommend South Sound 2-1-1

“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”

“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.”

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

Completed 296 basic food applications over the phone.

455 Clients successfully received a ride via the intake done at 211.

2,074 of callers had a military affiliation.

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

337 families were connected to child care.

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

Clients successfully received a ride via the intake done at 211.
### 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: 7245
- 2: 4868
- 3: 3373
- 4: 2201
- 5: 1245
- 6: 617
- 7: 288
- 8 or more: 238

#### 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%)