



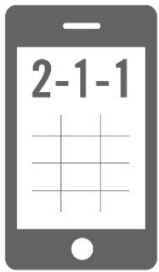
**CARBON COUNTY**  
**3<sup>RD</sup> QUARTER REPORT**  
 January 1, 2018-March 31, 2018



*You have given me the most help, more than any other agency I've called.*  
 - 2-1-1 Caller



**CONTACT VOLUME**



**65**  
**PHONE CONTACTS**  
 1<sup>ST</sup> Q: 70  
 2<sup>ND</sup> Q: 77



**111**  
**WEBSITE VISITS**  
 1<sup>ST</sup> Q: 77  
 2<sup>ND</sup> Q: 89



**2**  
**EMAILS/TEXTS/SOCIAL MEDIA**  
 1<sup>ST</sup> Q: 1  
 2<sup>ND</sup> Q: 2

**TOP NEEDS**



**27**  
**HOUSING ASSISTANCE**



**13**  
**INCOME SUPPORT/ ASSISTANCE**



**10**  
**UTILITY ASSISTANCE**



**9**  
**INDIVIDUAL/FAMILY/ COMMUNITY SUPPORT**



**8**  
**INFORMATION SERVICES**

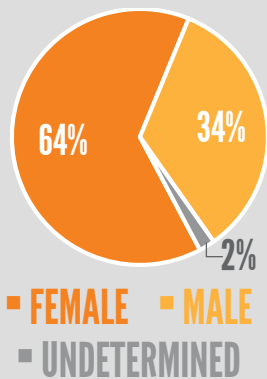
**TOP UNMET NEEDS\***

There are times when a specialist is not able to refer for the inquirer's specific need. This may occur when the agencies that provide a certain type of assistance are out of funds or when a client is deemed ineligible. When a need is recorded as "unmet", the 2-1-1 specialist explores other resources and services that may be of assistance.

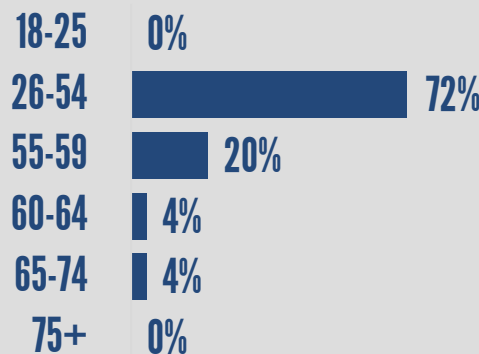
Shelters/Transitional Housing .....	1
Material Goods Donation/Matching Services.....	1
Burial/Cremation Expense Assistance .....	1

**DEMOGRAPHICS**

**GENDER**



**AGE**



**TOP ZIP CODES**

18235.....	16	18229.....	5
18232.....	12	18624.....	2
18210.....	10	18255.....	2
18071.....	7	18030.....	1
18240.....	6	18244.....	1
18250.....	5		