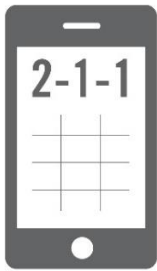




You are so awesome! I appreciate your time. I feel so much better.
 - 2-1-1 Caller



CONTACT VOLUME



91
PHONE CONTACTS

1st Quarter: 70
 2nd Quarter: 77
 3rd Quarter: 65



123
WEBSITE VISITS

1st Quarter: 77
 2nd Quarter: 89
 3rd Quarter: 111



2
EMAILS/TEXTS/SOCIAL MEDIA

1st Quarter: 1
 2nd Quarter: 2
 3rd Quarter: 2

TOP NEEDS



64
HOUSING ASSISTANCE



10
INFORMATION SERVICES



9
UTILITY ASSISTANCE



9
FOOD/MEALS



7
INFORMATION SERVICES

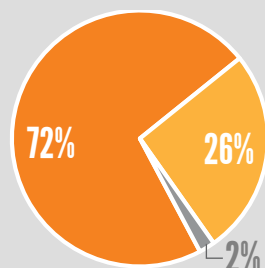
TOP UNMET NEEDS*

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	2
Domestic Violence Hotlines (<i>client refused referral</i>)	1
Recovery Homes/Halfway Houses	1

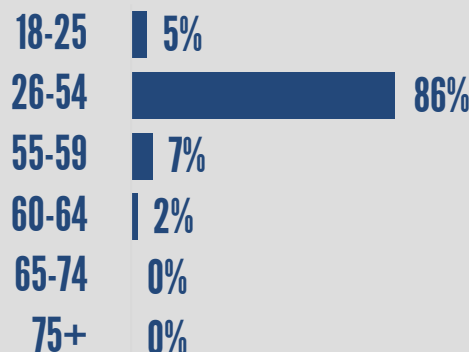
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
 ■ UNDETERMINED

AGE



TOP ZIP CODES

18235.....	31	18210.....	6
18232.....	12	18254.....	4
18229.....	12	18255.....	2
18071.....	9	18030.....	2
18250.....	6	18624.....	1
18240.....	6	18216.....	1