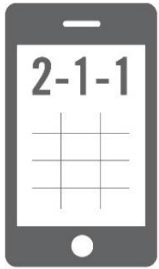




You are already going above and beyond, you work for a place that offers help!
 - Carbon County resident



CONTACT VOLUME



254
PHONE
CONTACTS



229
WEBSITE
VISITS



3
EMAILS/TEXTS/
SOCIAL MEDIA

TOP NEEDS



153
HOUSING
ASSISTANCE



41
UTILITY
ASSISTANCE



24
MENTAL HEALTH/
ADDICTIONS



22
INCOME SUPPORT/
ASSISTANCE



20
FOOD/
MEALS

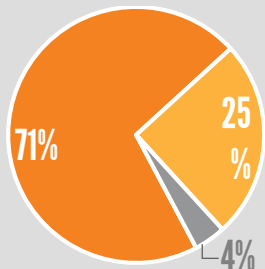
TOP UNMET NEEDS*

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	22
Electric Service Payment Assistance	2
Water Service Payment Assistance	1
Automobile Loans	1
Burial/Cremation Expense Assistance	1

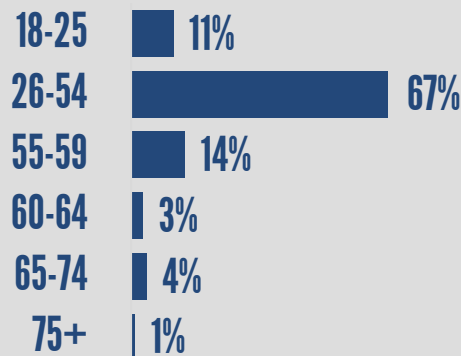
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
 ■ UNDETERMINED

AGE



TOP ZIP CODES

18235	86	18250	11
18210	37	18240	10
18232	32	18661	6
18071	23	18030	6
18229	16	18012	4
18255	14	18254	3

TOP AGENCY REFERRALS

Carbon County Action Committee for Human Services	56
Eastern Pennsylvania Continuum of Care	51
Pennsylvania Department of Human Services	30
Catholic Charities - Lehigh/Northampton Administrative Office	19
Shepherd House	12
Pennsylvania Housing Finance Agency	10
Carbon County Area Agency on Aging	7
Alliance of Information and Referral Systems	6
Pocono Mountains United Way (Home4Good)	6
PA Public Utility Commission	6

TOP PA211EAST.ORG WEBSITE/PAGE HITS

Carbon-Housing	109
Carbon-Mental-Health	67
Carbon-Income-Employment	48
Carbon-Food	38
Carbon-Clothing	37