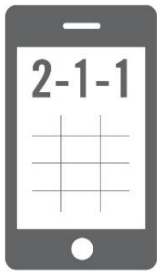




You are a very important person in my life today.
 - 2-1-1 Caller



CONTACT VOLUME



349
PHONE CONTACTS
 1ST Q: 376
 2ND Q: 357



241
WEBSITE VISITS
 1ST Q: 166
 2ND Q: 252



8
EMAILS/TEXTS/SOCIAL MEDIA
 1ST Q: 7
 2ND Q: 7

TOP NEEDS



129
HOUSING ASSISTANCE



90
UTILITY ASSISTANCE



50
INCOME SUPPORT/ ASSISTANCE



37
INDIVIDUAL/FAMILY/ COMMUNITY SUPPORT



23
INFORMATION SERVICES

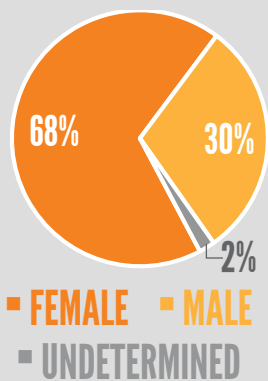
TOP UNMET NEEDS*

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.

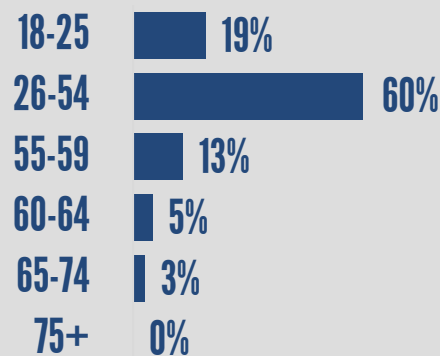
Shelters/Transitional Housing	14
Electric Payment	5
Furniture	5
Undesignated Financial Assistance.....	2
Rent Payment.....	2

DEMOGRAPHICS

GENDER



AGE



TOP ZIP CODES

17046	135	17064	4
17042	113	17026	3
17038	37	17041	3
17078	26	17010	2
17003	13	17077	1
17067	9	17016	1
17073	7	17085	1