



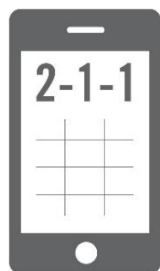
SCHUYLKILL COUNTY 1ST QUARTER REPORT

July 1, 2019-September 30, 2019



“ *You were very helpful.* ”
- Schuylkill County Veteran

CONTACT VOLUME



471
PHONE
CONTACTS



421
WEBSITE
VISITS



7
EMAILS/TEXTS/
SOCIAL MEDIA

TOP NEEDS



504
HOUSING
ASSISTANCE



65
UTILITY
ASSISTANCE



40
FOOD/
MEALS



30
LEGAL/CONSUMER/
PUBLIC SAFETY



18
MENTAL HEALTH/
ADDICTIONS

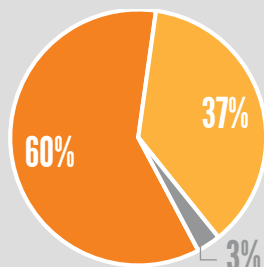
TOP UNMET NEEDS

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	40
Water Service Payment Assistance	6
Gas Money	2
Sewer Service Payment Assistance	2
Burial Benefits	1

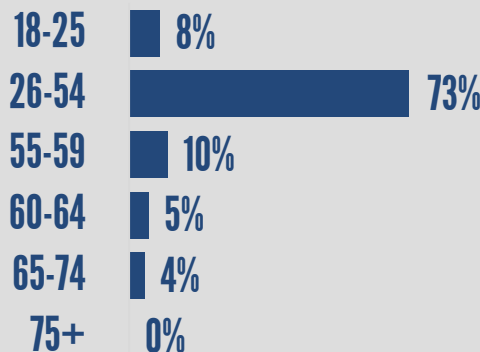
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17901.....	189	18218.....	15
18252.....	33	17921.....	14
17976.....	32	18237.....	11
17931.....	23	17954.....	10
17972.....	22	17970.....	10
17963.....	21	17949.....	9
17948.....	21	17981.....	8

TOP AGENCY REFERRALS

Eastern Pennsylvania Continuum of Care (<i>Homeless Intakes through 211</i>).....	129
Catholic Charities	116
Schuylkill Community Action Program	110
Salvation Army Pottsville Corps	72
Pennsylvania Department of Human Services	65
Servants to All	59
Pennsylvania Housing Finance Agency	36
Service Access and Management	33
Salvation Army Tamaqua	31
MidPenn Legal Services	17

TOP PA211EAST.ORG WEBSITE/PAGE HITS

Schuylkill-Housing	192
Schuylkill-Mental Health	53
Schuylkill-Transportation	42
Schuylkill-Food.....	41
Schuylkill-Health-Care	33