



SCHUYLKILL COUNTY 3RD QUARTER REPORT

January 1, 2018-March 31, 2018

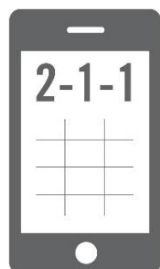


Well thank you, you have gone the extra mile...what a great service!

- 2-1-1 Caller



CONTACT VOLUME



290
PHONE
CONTACTS

1st Quarter: 256
2nd Quarter: 211



280
WEBSITE
VISITS

1st Quarter: 242
2nd Quarter: 266



14
EMAILS/TEXTS/
SOCIAL MEDIA

1st Quarter: 10
2nd Quarter: 6

TOP NEEDS



196
HOUSING
ASSISTANCE



167
UTILITY
ASSISTANCE



20
INCOME SUPPORT/
ASSISTANCE



19
INFORMATION
SERVICES



15
FOOD/
MEALS

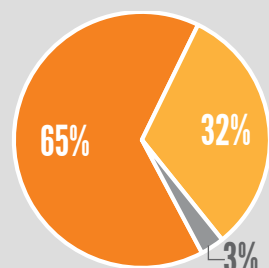
TOP UNMET NEEDS:

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.

Heating Fuel Payment	22
Shelters/Transitional Housing	16
Water Payment	4
Rent Payment	3
Rental Deposit	1

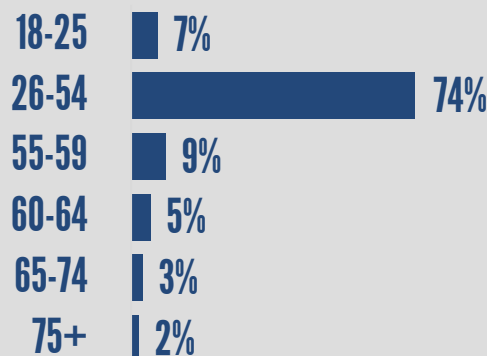
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17901	102	17970	9
18252	31	17931	8
17976	24	17921	8
17948	22	17961	6
17972	17	18218	6
18237	15	17963	5
17954	13	17935	4