



SCHUYLKILL COUNTY 4TH QUARTER REPORT

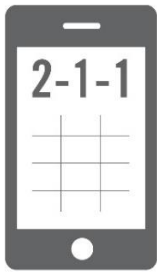
April 1, 2018-June 30, 2018



Well thank you, you have gone the extra mile...what a great service!
- 2-1-1 Caller



CONTACT VOLUME



428
PHONE
CONTACTS

1st Quarter: 256
2nd Quarter: 211
3rd Quarter: 290



280
WEBSITE
VISITS

1st Quarter: 242
2nd Quarter: 266
3rd Quarter: 321



6
EMAILS/TEXTS/
SOCIAL MEDIA

1st Quarter: 10
2nd Quarter: 6
3rd Quarter: 14

TOP NEEDS



320
HOUSING
ASSISTANCE



52
UTILITY
ASSISTANCE



37
MENTAL HEALTH/
ADDICTIONS



26
INFORMATION
SERVICES



18
INDIVIDUAL/FAMILY/
COMMUNITY SUPPORT

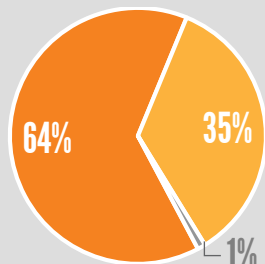
TOP UNMET NEEDS:

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	31
Water Payment	11
Hotel/Motel Vouchers	3
Sewer Payment	3
Automobile Loans	1

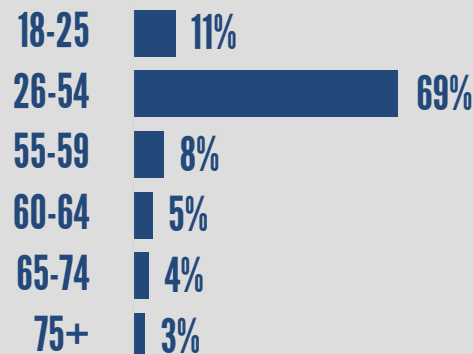
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17901	195	17921	11
18252	34	17935	10
17976	33	17959	8
17948	19	17961	8
17954	18	17972	7
17931	14	17980	7
17963	13	18237	6