

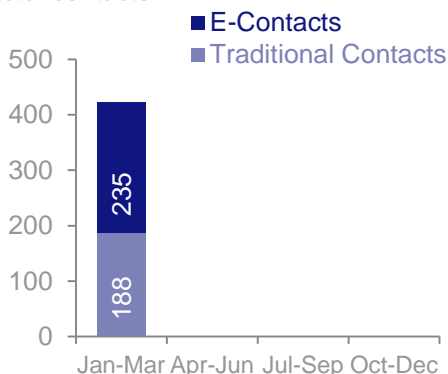
# PENNSYLVANIA 2-1-1 EAST

1ST QUARTER 2016  
SCHUYLKILL COUNTY REPORT

This report reflects statistics compiled from the statewide 2-1-1 system. If you have any questions or comments about this report, please contact us at 2-1-1 or by email at 211@uwlanc.org.

## CONTACT VOLUME

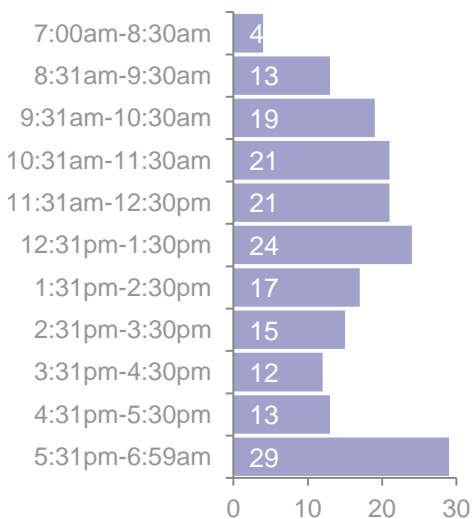
In January-March we experienced **423** total contacts.



Traditional Contacts: Phone  
E-Contacts: Website Searches

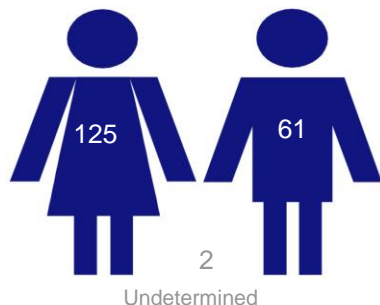
## CALL FREQUENCY

The total number of calls received during specific hours.



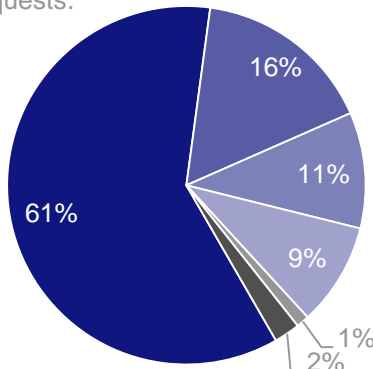
## GENDER

A comparison of male/female callers.



## NEEDS REQUESTS

The total amount of problems/needs requests.



### Basic Needs

Clothing/Personal/Household: 2  
Food/Meals: 1  
Housing: 35  
Utilities: 14

### Medical/Mental Health Services

Health Care: 3  
Mental Health/Addictions: 11

### Support Services

Income Support/Assistance: 5  
Individual, Family & Community: 3  
(Includes Holiday Programs)

### Information Services

Information Services: 1

### Legal, Consumer & Public Safety

Legal, Consumer & Public Safety: 6

### All Other Needs

Arts, Culture and Recreation: 0  
Disaster: 1  
Education: 0  
Employment: 0  
Other Government/Economic: 0  
Transportation: 1  
Volunteers/Donations: 0

## ZIP CODES

The top zip codes of callers and number of calls received from that area.

17901	54	17967	5
18237	16	17931	4
18252	15	17930	3
17948	15	17960	3
17954	10	17981	3
17972	9	17963	3
17976	9	18202	3
17921	8	18214	2
17980	6	17959	2

## AGENCY REFERRALS

The top referrals to agencies in Schuylkill County.

PA Dept of Human Services	42
Salvation Army Pottsville	35
Schuylkill Community Action	35
Catholic Charities	28
Northeast Counseling Services	21
PA Housing Finance Agency	9
MidPenn Legal Services	5
Salvation Army Tamaqua	4
Diakon Lutheran Social Min.	2
Tamaqua Area Food Pantry	2

## REFERRAL SOURCE

The top ways clients heard about 2-1-1.

- 80 Agency/Organization
- 17 Prior Use
- 7 Friend/Relative
- 5 Electronic Media
- 3 Blue Pages
- 3 Media/TV/Radio
- 1 Business/Employer
- 1 Public Officials
- 1 Church/Faith Based Org.
- 1 Utility Company - Electric

PENNSYLVANIA 2-1-1 EAST IS GENEROUSLY SUPPORTED BY  
SCHUYLKILL UNITED WAY

