

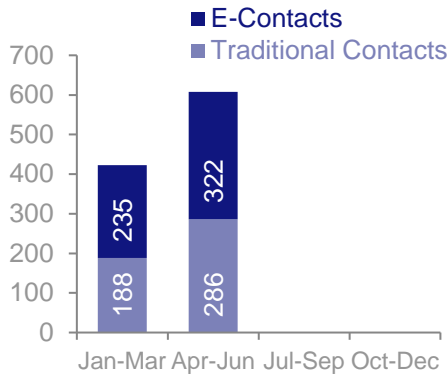
PENNSYLVANIA 2-1-1 EAST

2ND 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

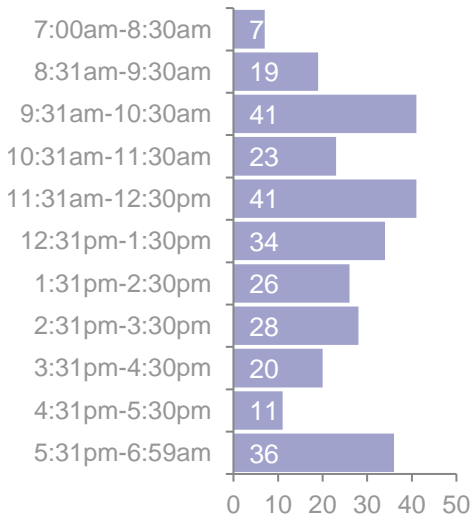
In April-June we experienced **608** total contacts.



Traditional Contacts: Phone
E-Contacts: Website Searches

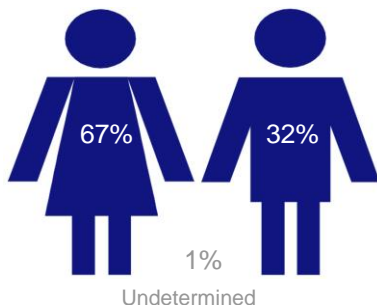
CALL FREQUENCY

The total number of calls received during specific hours.



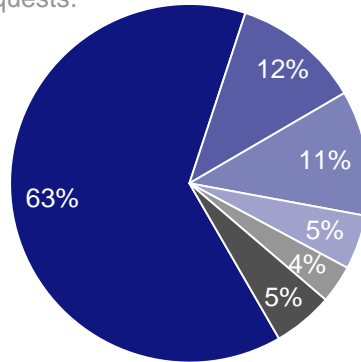
GENDER

A comparison of male/female callers.



NEEDS REQUESTS

The total amount of problems/needs requests.



Basic Needs

Clothing/Personal/Household: 14
Food/Meals: 22
Housing: 133
Utilities: 89

Support Services

Income Support/Assistance: 30
Individual, Family & Community: 17

Medical/Mental Health Services

Health Care: 17
Mental Health/Addictions: 29

Legal, Consumer & Public Safety

Legal, Consumer & Public Safety: 20

Information Services

Information Services: 14

All Other Needs

Arts, Culture and Recreation: 0
Disaster: 1
Education: 1
Employment: 3
Other Government/Economic: 1
Transportation: 14
Volunteers/Donations: 3

ZIP CODES

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

17901	67	17963	9
18252	29	17935	7
17948	25	17922	5
17976	25	18218	5
17921	15	17967	5
18237	14	17980	4
17972	12	18248	4
17931	12	17929	3
17954	10	17959	3

AGENCY REFERRALS

The top referrals to agencies in Schuylkill County.

Catholic Charities	67
PA Dept of Human Services	56
Schuylkill Community Action	37
Salvation Army - Pottsville	34
Salvation Army - Tamaqua	8
Diakon Lutheran Social Min.	7
PA Housing Finance Agency	6
MidPenn Legal Services	5
PA Public Utility Commission	4
Schuylkill Women in Crisis	3

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

