

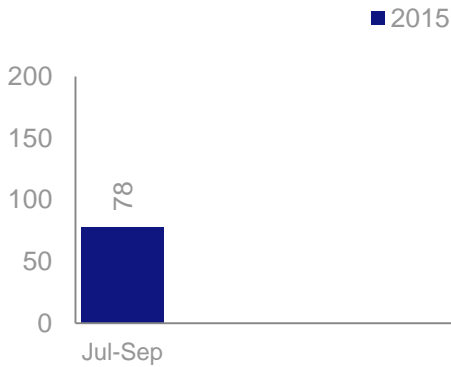
# PENNSYLVANIA 2-1-1 EAST

3RD QUARTER 2015  
SCHUYLKILL COUNTY

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@uwlancc.org.

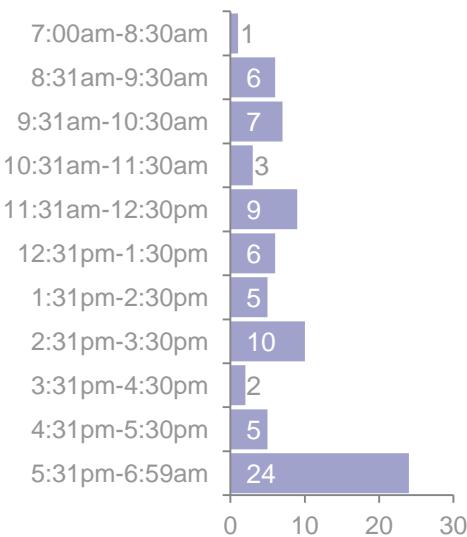
## CONTACT VOLUME

In July-September we experienced **78** total contacts.



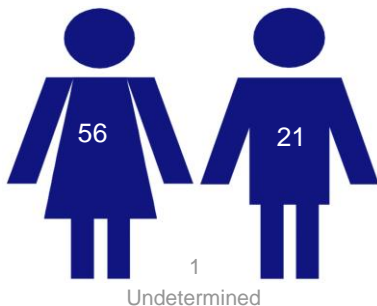
## CALL FREQUENCY

The total number of calls received during specific hours.



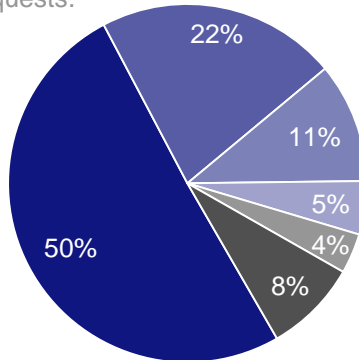
## GENDER

A comparison of male/female callers.



## NEEDS REQUESTS

The total amount of problems/needs requests.



### Basic Needs

- Clothing/Personal/Household: 2
- Food/Meals: 7
- Housing: 24
- Utilities: 9

### Medical/Mental Health Services

- Health Care: 3
- Mental Health/Addictions: 15

### Support Services

- Income Support/Assistance: 7
- Individual, Family & Community: 2

### Information Services

- Information Services: 4

### Legal, Consumer & Public Safety

- Legal, Consumer & Public Safety: 3

### All Other Needs

- Arts, Culture and Recreation: 0
- Disaster: 0
- Education: 2
- Employment: 1
- Other Government/Economic: 0
- Transportation: 3
- Volunteers/Donations: 1

## ZIP CODES

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

17901	22	17921	3
18248	8	17954	2
17976	6	18237	2
18252	5	17931	1
17963	4	17961	1
17970	4	17964	1
17972	4	17980	1
17948	4	18211	1
18218	4	17935	1

## AGENCY REFERRALS

The top referrals to agencies in Schuylkill County.

Catholic Charities	8
PA Dept of Human Services	8
Schuylkill Community Action Prog	7
Salvation Army Tamaqua	3
Salvation Army Pottsville Corps	3
PPL Corporation	2
Hispanic American Organization	2
Office of Senior Services	2
Firetree Ltd.	2
AIRS (I&R Search)	2

## REFERRAL SOURCE

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

- 28 Agency/Organization
- 5 Electronic Media
- 4 Prior Use
- 4 Friend/Relative
- 2 Media/TV/Radio
- 2 Flyer/Brochure/Poster
- 1 Blue Pages