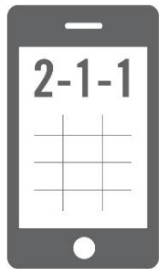




You are so comforting...your voice was so comforting.
- Carbon County Resident



CONTACT VOLUME



56
PHONE
CONTACTS



31
WEBSITE
VISITS



8
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **26**

TOP NEEDS



44
HOUSING
ASSISTANCE



22
FOOD/
MEALS



9
UTILITY
ASSISTANCE



9
INCOME SUPPORT/
ASSISTANCE



5
LEGAL/CONSUMER/
PUBLIC SAFETY

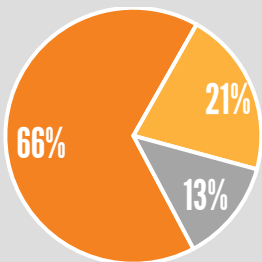
TOP UNMET NEEDS*

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 211 specialist explores other resources and services that may be of assistance.

| | |
|---|---|
| Shelters/Transitional Housing | 3 |
| Rent Payment Assistance | 1 |
| Internet Service Payment Assistance | 1 |
| Veteran Benefits Assistance | 1 |
| Housing Search Assistance | 1 |

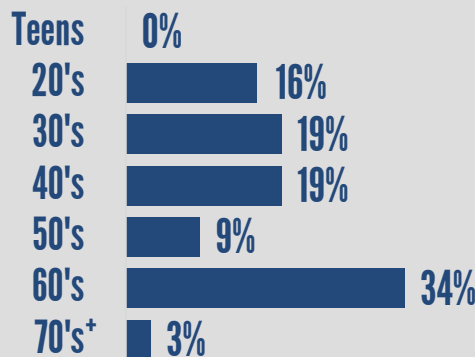
DEMOGRAPHICS

GENDER



■ **FEMALE** ■ **MALE**
■ **UNDETERMINED**

AGE



TOP ZIP CODES

| | | | |
|--------------------|-----------|--------------------|----------|
| 18235 | 13 | 18240 | 2 |
| 18250 | 12 | 18030 | 2 |
| 18232 | 8 | 18229 | 2 |
| 18210 | 7 | 18255 | 2 |
| 18071 | 5 | 18624 | 1 |
| 18201 | 3 | 18661 | 1 |

TOP AGENCY REFERRALS

| | |
|--|-----------|
| Eastern Pennsylvania Continuum of Care | 10 |
| Carbon County Action Committee For Human Services | 9 |
| Catholic Charities | 6 |
| Shepherd House | 6 |
| Pennsylvania Department of Human Services | 4 |
| Pennsylvania Department of Labor and Industry | 3 |
| North Penn Legal Services | 3 |
| Seed of Faith Ministry | 2 |
| Sheetz Kidz Meal Bagz | 2 |
| West End Food Pantry | 2 |
| Pennsylvania Housing Finance Agency | 2 |