

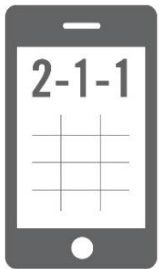


CARBON COUNTY MARCH 2020 REPORT



“ You've given me more resources than I would have found anywhere else. Thank you. ”
- 211 caller

CONTACT VOLUME



45
PHONE
CONTACTS



43
WEBSITE
VISITS



14
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **9**

TOP NEEDS



28
HOUSING
ASSISTANCE



17
UTILITY
ASSISTANCE



12
FOOD/
MEALS



4
INFORMATION
SERVICES



3
LEGAL/CONSUMER/
PUBLIC SAFETY

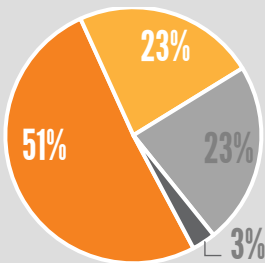
TOP UNMET NEEDS*

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.

Rent Payment Assistance	2
Trash/Recycling Service Payment Assistance	1
Sewer Service Payment Assistance	1
Community Shelters	1
Income Support/Employment	1

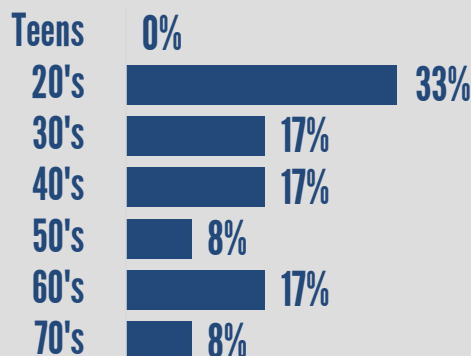
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED ■ GENDER NON-CONFORMING

AGE



TOP ZIP CODES

18235	19	18210	2
18071	10	18250	2
18232	7	18229	1
18058	4	18211	1
18240	3	18254	1
18661	3	18255	1

TOP AGENCY REFERRALS

Carbon County Action Committee For Human Services	18
Pennsylvania Department of Human Services	16
Catholic Charities	14
Shepherd House	8
Eastern Pennsylvania Continuum of Care	7
West End Food Pantry	3
Community Action Committee of the Lehigh Valley	2
Servants to All	2
PPL Electric Utilities	2
Carbon County Housing Authority	2