



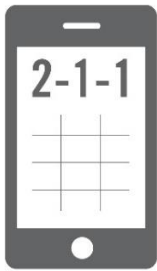
CARBON COUNTY MAY 2020 REPORT



You have been the light of my day.
- 211 Caller



CONTACT VOLUME



34
PHONE
CONTACTS



17
WEBSITE
VISITS



4
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **17**

TOP NEEDS



42
HOUSING
ASSISTANCE



13
UTILITY
ASSISTANCE



6
FOOD/
MEALS



3
INCOME SUPPORT/
ASSISTANCE



2
MENTAL HEALTH/
ADDICTIONS

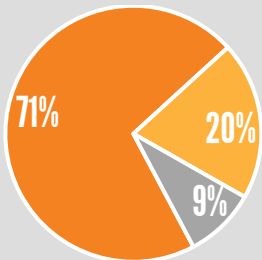
TOP UNMET NEEDS*

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.

Food Pantries	2
Shelters/Transitional Housing	2
Rent Payment Assistance	1

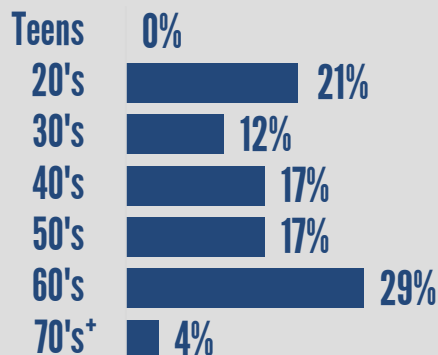
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

18250	8	18240	2
18210	6	18216	1
18235	5	18230	1
18071	4	18244	1
18232	4	18254	1
18255	3	18229	1

TOP AGENCY REFERRALS

Carbon County Action Committee For Human Services	23
Pennsylvania Department of Human Services	15
Catholic Charities - Lehigh/Northampton Administrative Office	13
Eastern Pennsylvania Continuum of Care	9
Pennsylvania Housing Finance Agency	6
Fairhousing Council of the Capital Region, Inc.	6
Shepherd House	3
Domestic Violence Service Center.....	2
National Domestic Violence Hotline	2
Seed of Faith Ministry	2