It's always 1 step forward and 2 steps back, but you made me feel at peace today.
- 211 caller

CONTACT VOLUME

537 PHONE CONTACTS
344 WEBSITE VISITS
25 EMAILS/TEXTS/SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: 129

TOP NEEDS

402 HOUSING ASSISTANCE
75 FOOD/MEALS
61 UTILITY ASSISTANCE
31 INCOME SUPPORT/ASSISTANCE
28 DISASTER SERVICES

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 (primary reason: coordinated entry not open when call received and shelters full) .......... 52
Rent Payment Assistance .................................................. 7
General Relief ................................................................. 6
Undesignated Temporary Financial Assistance ................. 4
Homeless Motel Vouchers .................................................. 4

DEMOGRAPHICS

GENDER

72% FEMALE
23% MALE
5% UNDETERMINED

AGE

Teens 4%
20's 30%
30's 19%
40's 16%
50's 21%
60's 7%
70's* 3%

TOP ZIP CODES

18102 ................. 213
18103 ................. 66
18109 ................. 59
18104 ................. 41
18101 ................. 39
18052 ................. 24
18108 ................. 23
18017 ................. 10
18015 ................. 18
18049 ................. 10
18032 ................. 8
18037 ................. 7
18062 ................. 7
18031 ................. 4

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