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

**CONTACT VOLUME**

- 379 PHONE CONTACTS
- 182 WEBSITE VISITS
- 18 EMAILS/TEXTS/SOCIAL MEDIA

Number of contacts stating their need was directly related to COVID-19: **116**

**TOP NEEDS**

- **400** HOUSING ASSISTANCE
- **67** FOOD/MEALS
- **63** UTILITY ASSISTANCE
- **21** MENTAL HEALTH/ADDICTIONS
- **18** INCOME SUPPORT/ASSISTANCE

**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)..............**51**
- Rent Payment Assistance..................................................**4**
- Homeless Motel Vouchers................................................**3**
- Automobile Payment Assistance........................................**2**
- Medical Care Expense Assistance......................................**1**

**DEMOGRAPHICS**

**GENDER**

- **52%** FEMALE
- **34%** MALE
- **4%** UNDETERMINED

**AGE**

- Teens 1%
- 20’s 26%
- 30’s 25%
- 40’s 22%
- 50’s 17%
- 60’s 8%
- 70’s+ 1%

**TOP ZIP CODES**

- 18102..........165 18017..........7
- 18103..........51 18105..........6
- 18101..........44 18018..........6
- 18109..........39 18080..........5
- 18052..........18 18106..........5
- 18104..........17 18049..........4
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