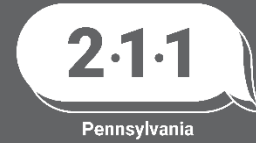




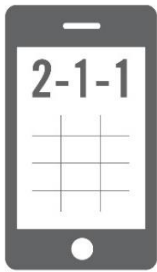
# SCHUYLKILL COUNTY MARCH 2020 REPORT



*Speaking to you gives me hope.*  
- Schuylkill County Resident



## CONTACT VOLUME



**224**  
PHONE  
CONTACTS



**111**  
WEBSITE  
VISITS



**7**  
EMAILS/TEXTS/  
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **46**

## TOP NEEDS



**192**  
HOUSING  
ASSISTANCE



**42**  
FOOD/  
MEALS



**29**  
UTILITY  
ASSISTANCE



**16**  
INCOME SUPPORT/  
ASSISTANCE



**11**  
LEGAL/CONSUMER/  
PUBLIC SAFETY

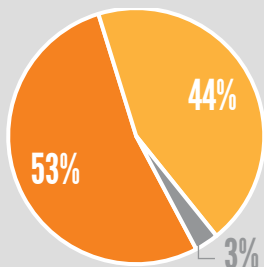
## TOP UNMET NEEDS

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 .....	12
Water Service Payment Assistance .....	2
Food Pantries .....	2
Rent Payment Assistance .....	2
Errand Shopping Running .....	2

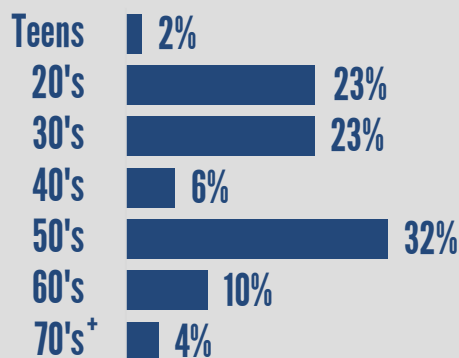
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
■ UNDETERMINED

### AGE



### TOP ZIP CODES

17901.....	91	17921.....	6
17976.....	15	17949.....	5
17954.....	12	17959.....	5
17972.....	12	18214.....	4
17931.....	12	17963.....	3
17948.....	11	18211.....	3
18252.....	9	17938.....	3

# TOP AGENCY REFERRALS

Schuylkill Community Action Program .....	68
Eastern Pennsylvania Continuum of Care .....	65
Servants to All .....	46
Catholic Charities - Lehigh/Northampton Administrative Office .....	39
Salvation Army Pottsville Corps .....	32
Pennsylvania Department of Human Services .....	28
Four Square Gospel Church .....	15
Community Mission .....	15
Service Access and Management - Headquarters .....	12
Pennsylvania Housing Finance Agency .....	10