SCHUYLKILL COUNTY
MAY 2020 REPORT

Thank you for your kindness and all that you are doing to help.
- 211 Caller

CONTACT VOLUME

139 PHONE CONTACTS
76 WEBSITE VISITS
7 EMAILS/TEXTS/SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: 36

TOP NEEDS

196 HOUSING ASSISTANCE
13 FOOD/MEALS
13 UTILITY ASSISTANCE
12 MENTAL HEALTH/ADDICTIONS
9 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 ............................................. 22
Homeless Motel Vouchers .................................................. 7
Post Disaster Cash Grants ................................................... 1
Automobile Insurance Payment Assistance .......................... 1
Discrimination Assistance ................................................... 1

DEMOGRAPHICS

FEMALE 43%
MALE 2%
UNDETERMINED 55%

17901 .......... 63 18252 .......... 4
17976 .......... 14 18218 .......... 3
17972 .......... 8 18237 .......... 3
17931 .......... 8 17935 .......... 2
17921 .......... 6 17960 .......... 2
17954 .......... 6 18214 .......... 2
17948 .......... 4 17959 .......... 2

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