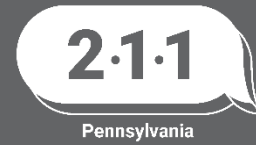




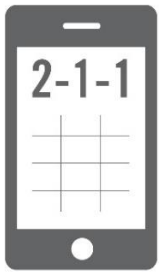
SCHUYLKILL COUNTY MAY 2020 REPORT



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

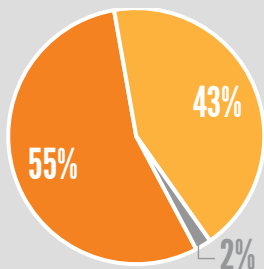
TOP UNMET NEEDS

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 |

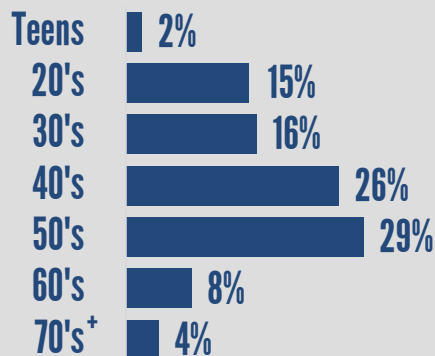
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

| | | | |
|-------|----|-------|---|
| 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 |

TOP AGENCY REFERRALS

| | |
|--|----|
| Schuylkill Community Action Program | 50 |
| Eastern Pennsylvania Continuum of Care | 50 |
| Catholic Charities | 40 |
| Salvation Army Pottsville Corps | 31 |
| Servants to All | 28 |
| Service Access and Management - Headquarters | 24 |
| Pennsylvania Department of Human Services | 20 |
| Pennsylvania Housing Finance Agency | 19 |
| Schuylkill Women in Crisis | 11 |
| National Domestic Violence Hotline | 7 |