



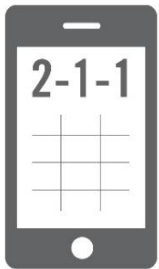
CARBON COUNTY ANNUAL 2020 REPORT



You are the last of the beautiful, nice people left on this earth.
- Carbon County Resident



CONTACT VOLUME



505
PHONE CONTACTS



1,300
WEBSITE SEARCHES



44
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **97**

TOP NEEDS



495
HOUSING ASSISTANCE



115
UTILITY ASSISTANCE



113
FOOD/ MEALS



76
INCOME SUPPORT/
ASSISTANCE



42
INDIVIDUAL/FAMILY/
COMMUNITY SUPPORT

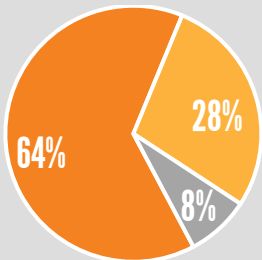
TOP UNMET NEEDS*

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	28
Rent Payment Assistance	6
Food Pantries	4
Sewer Service Payment Assistance	3
Low Income/Subsidized Private Rental Housing.....	2

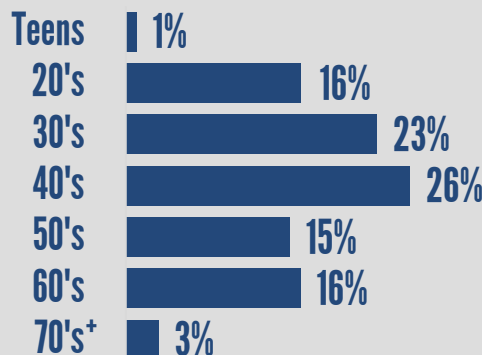
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

18235.....	138	18240.....	31
18232.....	72	18201.....	27
18210.....	62	18255.....	12
18071.....	50	18254.....	12
18250.....	44	18058.....	8
18229.....	43	18661.....	7

TOP AGENCY REFERRALS

Pennsylvania Department of Human Services	183
Carbon County Action Committee For Human Services.....	159
Eastern Pennsylvania Continuum of Care	147
Catholic Charities - Lehigh/Northampton Administrative Office.....	92
Shepherd House.....	61
Pennsylvania Housing Finance Agency	53
Pocono Mountains United Way	30
Pennsylvania Wounded Warriors (PAWW).....	26
PA CareerLink.....	23
Family Promise of Carbon County	21