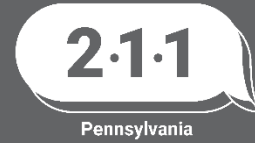


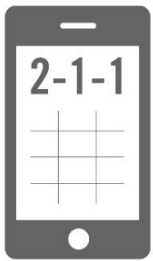


# SCHUYLKILL COUNTY ANNUAL 2020 REPORT



*“It's good to know that there are people like [211] out there to help people like us. This is a really tough time for us and I can now feel like we have some hope.”* - Schuylkill County Resident

## CONTACT VOLUME



**1,733**  
PHONE  
CONTACTS



**1,824**  
WEBSITE  
SEARCHES



**78**  
EMAILS/TEXTS/  
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **311**

## TOP NEEDS



**2,321**  
HOUSING  
ASSISTANCE



**414**  
FOOD/  
MEALS



**300**  
UTILITY  
ASSISTANCE



**150**  
INCOME SUPPORT/  
ASSISTANCE



**124**  
INDIVIDUAL/FAMILY/  
COMMUNITY SUPPORT

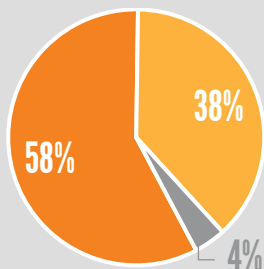
## TOP UNMET NEEDS

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 .....	128
Homeless Motel Vouchers.....	15
Rent Payment Assistance.....	12
Sewer Service Payment Assistance .....	11
Water Service Payment Assistance.....	6

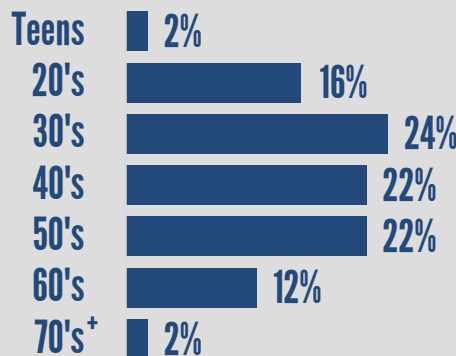
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
■ UNDETERMINED

### AGE



### TOP ZIP CODES

17901.....	714	17921.....	49
17931.....	117	17963.....	49
17976.....	115	18237.....	42
18252.....	100	17935.....	32
17972.....	97	18218.....	31
17948.....	74	17959.....	30
17954.....	70	17970.....	25

# TOP AGENCY REFERRALS

<b>Eastern Pennsylvania Continuum of Care .....</b>	<b>667</b>
<b>Salvation Army Pottsville Corps.....</b>	<b>648</b>
<b>Schuylkill Community Action Program .....</b>	<b>605</b>
<b>Catholic Charities .....</b>	<b>573</b>
<b>Pennsylvania Department of Human Services .....</b>	<b>474</b>
<b>Servants to All .....</b>	<b>340</b>
<b>Service Access and Management - Headquarters .....</b>	<b>234</b>
<b>Pennsylvania Housing Finance Agency .....</b>	<b>183</b>
<b>Community Mission .....</b>	<b>121</b>
<b>Four Square Gospel Church.....</b>	<b>102</b>