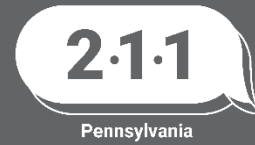


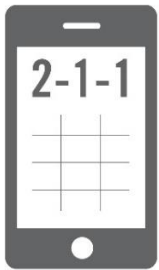


SCHUYLKILL COUNTY REPORT JANUARY-MARCH 2021



“ I feel so comfortable talking to you...I don't want to hang up! I could talk to you all day. ”
I appreciate your help today. - 211 Caller

CONTACT VOLUME



463
PHONE
CONTACTS



887
WEBSITE
VISITS



26
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **100**

TOP NEEDS



707
HOUSING
ASSISTANCE



76
FOOD/
MEALS



73
UTILITY
ASSISTANCE



66
HEALTH
CARE



43
INCOME SUPPORT/
ASSISTANCE

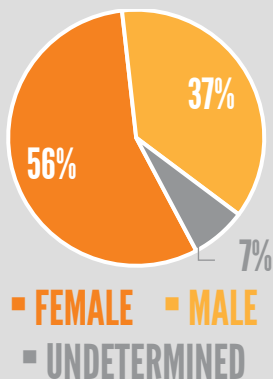
TOP UNMET NEEDS

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.

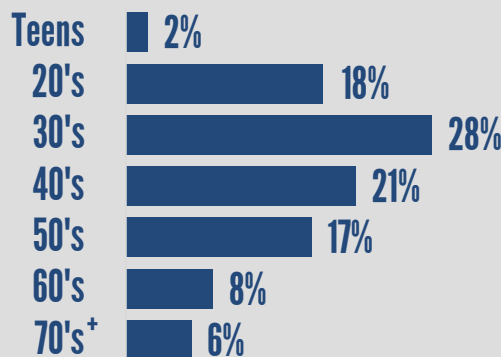
Shelters/Transitional Housing	41
Rent Payment Assistance.....	7
Homeless Motel Vouchers/Motel Bill Payment Assistance....	7
Heating Fuel Payment Assistance.....	3
Property Tax Payment Assistance	2

DEMOGRAPHICS

GENDER



AGE



TOP ZIP CODES

17901.....	194	17963.....	16
18252.....	37	17921.....	15
17931.....	29	17961.....	13
17972.....	27	17948.....	9
17976.....	22	17959.....	9
17954.....	21	17965.....	8
18237.....	18	17970.....	7

TOP AGENCY REFERRALS

Eastern Pennsylvania Continuum of Care	201
Schuylkill Community Action Program	184
Salvation Army Pottsville Corps.....	180
Catholic Charities	173
Pennsylvania Department of Human Services	141
Service Access and Management - Headquarters	113
Servants to All	101
Pennsylvania Department of Health.....	36
Pennsylvania Housing Finance Agency	33
Community Mission	17