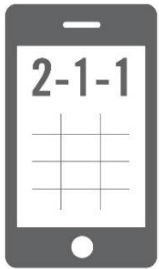


"Now that I'm talking to you, I feel so much better."
- 211 caller



CONTACT VOLUME



225
PHONE
CONTACTS



797
WEBSITE
SEARCHES



19
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **45**

TOP NEEDS



245
HOUSING
ASSISTANCE



42
UTILITY
ASSISTANCE



32
HEALTH
CARE



28
INDIVIDUAL/FAMILY/
COMMUNITY SYPPORT



26
FOOD/
MEALS

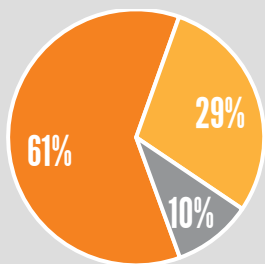
TOP UNMET NEEDS*

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	24
Rent Payment Assistance	5
Automobile Payment Assistance.....	2
Automotive Repair and Maintenance	2
Home Maintenance and Minor Repair Loans/Grants	2

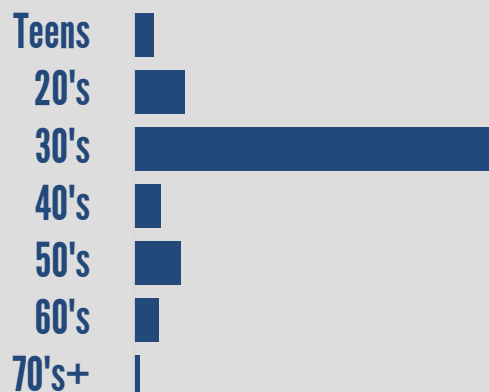
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

18235.....	55	18240.....	13
18232.....	42	18255.....	11
18210.....	25	18071.....	10
18229.....	22	18058.....	8
18250.....	21	18661.....	4
18201.....	15	18216.....	3

TOP AGENCY REFERRALS

Carbon County Action Committee For Human Services	71
Pennsylvania Department of Human Services	70
Eastern Pennsylvania Continuum of Care	65
Catholic Charities - Lehigh/Northampton Administrative Office	56
Pennsylvania Housing Finance Agency	21
Pennsylvania Department of Health	21
Carbon County Area Agency on Aging	18
Pocono Mountains United Way	13
Integra Home Counseling	12
Family Promise of Carbon County	10