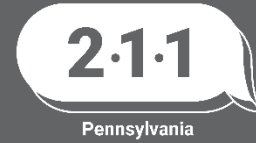


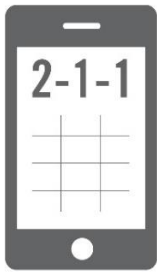


SCHUYLKILL COUNTY REPORT JULY-SEPTEMBER 2021



“Thank you so much. Just, thank you. I hope you know how truly much this means to me.”
- 211 Caller

CONTACT VOLUME



380
PHONE
CONTACTS



776
WEBSITE
VISITS



22
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **58**

TOP NEEDS



687
HOUSING
ASSISTANCE



72
FOOD/
MEALS



71
UTILITY
ASSISTANCE



41
INDIVIDUAL/FAMILY/
COMMUNITY SUPPORT



32
LEGAL/CONSUMER/
PUBLIC SAFETY

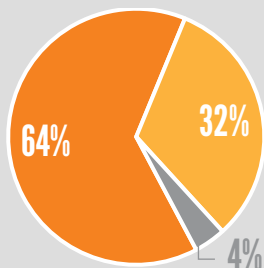
TOP UNMET NEEDS

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.....	26
Automotive Repair and Maintenance	5
Appliance Repair	3
Gas Money	2
Transportation Passes	2

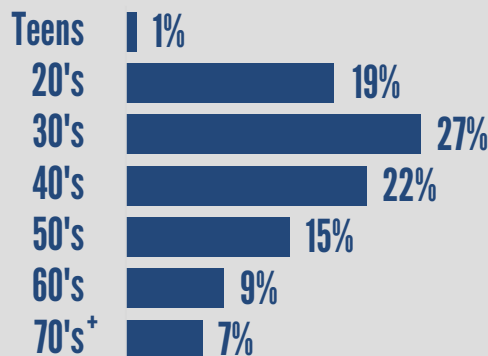
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17901.....	158	17963.....	12
17931.....	45	17921.....	9
18252.....	38	17935.....	6
17976.....	30	18237.....	6
17972.....	22	17965.....	5
17948.....	16	18218.....	5
17954.....	13	17983.....	4

TOP AGENCY REFERRALS

Eastern Pennsylvania Continuum of Care.....	180
Schuylkill Community Action Program	162
Servants to All	149
Catholic Charities - Lehigh/Northampton Administrative Office.....	146
Service Access and Management - Headquarters.....	132
Salvation Army Pottsville Corps.....	123
Pennsylvania Department of Human Services.....	101
Pennsylvania Housing Finance Agency	55
Schuylkill County Housing Authority.....	20
Pottsville Housing Authority	18