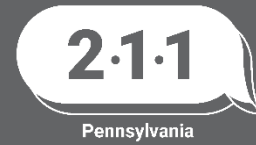




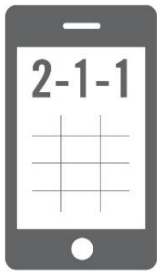
SCHUYLKILL COUNTY REPORT APRIL-JUNE 2021



Oh, this is great. I wish I'd have called you guys last week!
- 211 Caller



CONTACT VOLUME



285
PHONE
CONTACTS



604
WEBSITE
VISITS



22
EMAILS/TEXTS/
SOCIAL MEDIA

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

TOP NEEDS



401
HOUSING
ASSISTANCE



45
UTILITY
ASSISTANCE



26
FOOD/
MEALS



20
LEGAL/CONSUMER/
PUBLIC SAFETY



19
MENTAL HEALTH/
ADDICTIONS

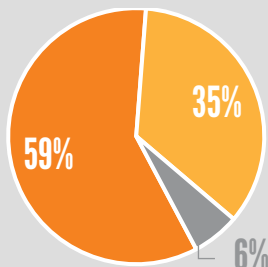
TOP UNMET NEEDS

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
Homeless Motel Vouchers/Motel Bill Payment Assistance ...	4
Rent Payment Assistance	9
VITA Programs	2
Property Tax Payment Assistance	2

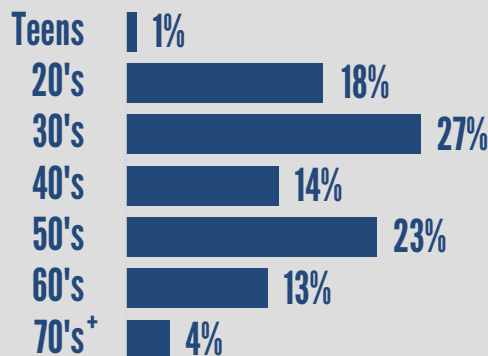
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17901.....	104	17921.....	10
17976.....	25	17963.....	6
17972.....	25	18218.....	8
18252.....	23	17965.....	5
17931.....	19	17938.....	5
17948.....	17	17935.....	5
17954.....	10	17970.....	5

TOP AGENCY REFERRALS

Eastern Pennsylvania Continuum of Care.....	297
Schuylkill Community Action Program	289
Catholic Charities - Lehigh/Northampton Administrative Office.....	273
Salvation Army Pottsville Corps.....	252
Pennsylvania Department of Human Services.....	207
Servants to All.....	177
Service Access and Management - Headquarters.....	166
Pennsylvania Housing Finance Agency	73
Pennsylvania Department of Health	39
Schuylkill County Housing Authority.....	29