

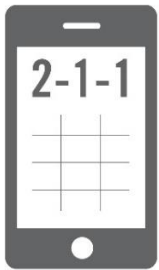


# SCHUYLKILL COUNTY REPORT JULY 1, 2020-JUNE 30, 2021



*"It's good to know that there are people like you all 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 Resident*

## CONTACT VOLUME



**1,616**  
PHONE  
CONTACTS



**2,748**  
WEBSITE  
VISITS



**84**  
EMAILS/TEXTS/  
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **292**

## TOP NEEDS



**2,517**  
HOUSING  
ASSISTANCE



**378**  
FOOD/  
MEALS



**304**  
UTILITY  
ASSISTANCE



**160**  
INCOME SUPPORT/  
ASSISTANCE



**138**  
HEALTH  
CARE

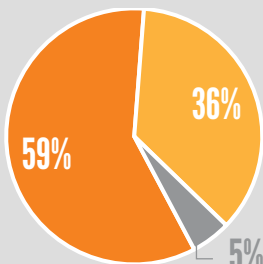
## TOP UNMET NEEDS

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.....	131
Rent Payment Assistance .....	14
Homeless Motel Vouchers/Motel Bill Payment Assistance .	14
Extreme Weather Shelters .....	6
Heating Fuel Payment Assistance .....	5

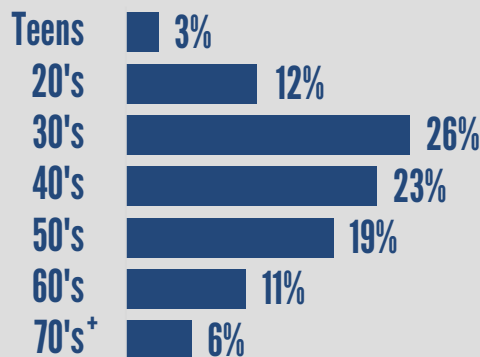
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
■ UNDETERMINED

### AGE



### TOP ZIP CODES

17901.....	675	17963.....	53
18252.....	105	17921.....	49
17931.....	103	18237.....	45
17976.....	103	17965.....	30
17972.....	97	18218.....	29
17954.....	66	17970.....	23
17948.....	63	17981.....	22

# TOP AGENCY REFERRALS

Salvation Army Pottsville Corps .....	733
Eastern Pennsylvania Continuum of Care .....	670
Catholic Charities - Lehigh/Northampton Administrative Office.....	645
Schuylkill Community Action Program .....	632
Pennsylvania Department of Human Services .....	546
Servants to All .....	335
Service Access and Management - Headquarters.....	319
Pennsylvania Housing Finance Agency .....	206
Community Mission .....	99
Four Square Gospel Church.....	77