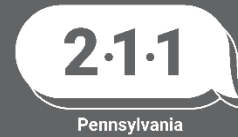




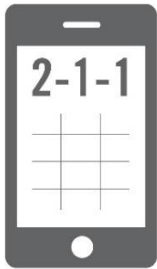
CARBON COUNTY ANNUAL REPORT 2021



This is great, you've been extremely helpful.
- Carbon County Resident



CONTACT VOLUME



479
PHONE CONTACTS



1,970
WEBSITE SEARCHES



36
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **77**

TOP NEEDS



617
HOUSING ASSISTANCE



97
UTILITY ASSISTANCE



65
INDIVIDUAL/FAMILY/
COMMUNITY SUPPORT



49
HEALTH CARE



46
FOOD/ MEALS

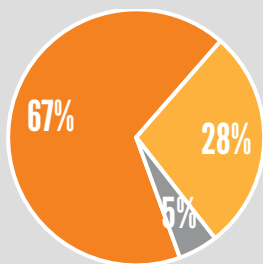
TOP UNMET NEEDS*

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	42
Rent Payment Assistance	4
Automobile Payment Assistance.....	3
Easter Meals.....	2
Roof Maintenance/Repair	2

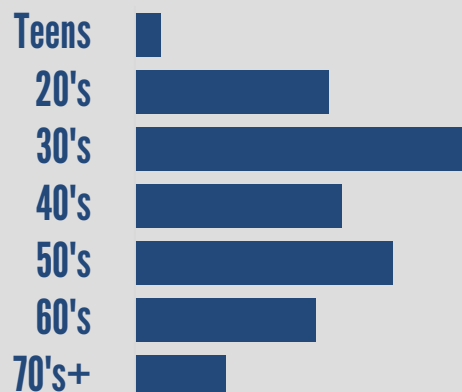
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

18235	130	18071	37
18232	78	18201	26
18210	56	18255	22
18229	46	18058	13
18250	31	18624	9
18240	28	18254	9

TOP AGENCY REFERRALS

Carbon County Action Committee For Human Services	172
Catholic Charities	166
Eastern Pennsylvania Continuum of Care	165
Pennsylvania Department of Human Services	157
Pennsylvania Housing Finance Agency	53
Carbon County Area Agency on Aging	32
Resources For Human Development	30
Integra Home Counseling	23
Alliance for Building Communities	22
Pennsylvania Department of Health	22