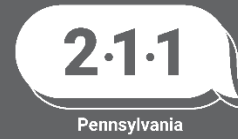




CARBON COUNTY SEMI-ANNUAL REPORT

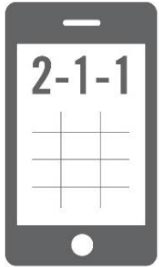
July 1, 2021-December 31, 2021



You have been a pleasure to speak with today. It was meant for you to pick up my call. – Carbon County Resident



CONTACT VOLUME



254
PHONE
CONTACTS



1,173
WEBSITE
SEARCHES



17
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **32**

TOP NEEDS



372
HOUSING
ASSISTANCE



55
UTILITY
ASSISTANCE



32
INDIVIDUAL/FAMILY/
COMMUNITY SUPPORT



27
MENTAL HEALTH/
ADDICTIONS



25
LEGAL/CONSUMER/
PUBLIC SAFETY SERVICES

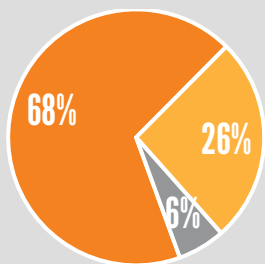
TOP UNMET NEEDS*

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	20
Property Tax Payment Assistance.....	1
Pest Control Services	1
Undesignated Temporary Financial Assistance	1
Automobiles.....	1

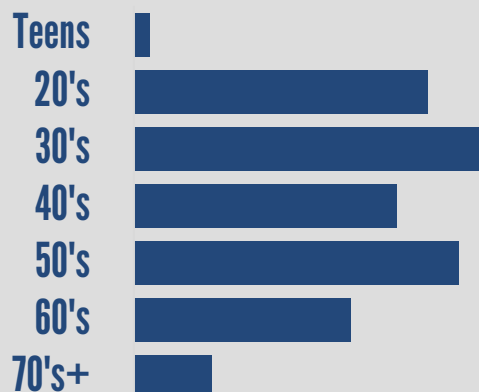
DEMOGRAPHICS

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