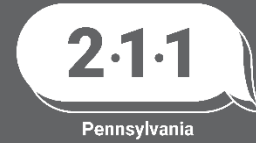


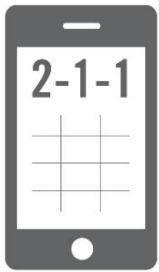


SCHUYLKILL COUNTY REPORT ANNUAL 2021 REPORT



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

CONTACT VOLUME



1,455
PHONE
CONTACTS



3,614
WEBSITE
SEARCHES



114
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **247**

TOP NEEDS



2,332
HOUSING
ASSISTANCE



277
UTILITY
ASSISTANCE



218
FOOD/
MEALS



117
INDIVIDUAL/FAMILY/
COMMUNITY SUPPORT



106
HEALTH
CARE

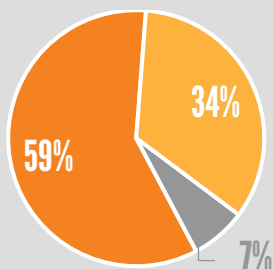
TOP UNMET NEEDS

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.....	114
Homeless Motel Vouchers/Motel Payment Assistance .	18
Rent Payment Assistance.....	11
Automotive Repair and Maintenance.....	7
Property Tax Payment Assistance	7

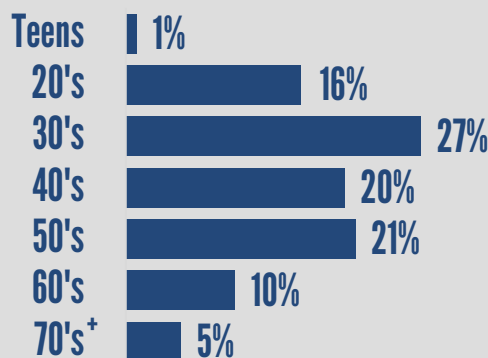
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17901.....	560	17921.....	47
18252.....	142	17963.....	45
17931.....	119	17935.....	26
17976.....	105	18237.....	36
17972.....	94	17961.....	28
17954.....	65	17959.....	26
17948.....	59	17970.....	22

TOP AGENCY REFERRALS

Eastern Pennsylvania Continuum of Care	617
Schuylkill Community Action Program	615
Catholic Charities - Lehigh/Northampton Administrative Office.....	564
Salvation Army Pottsville Corps	482
Servants to All	442
Service Access and Management - Headquarters.....	399
Pennsylvania Department of Human Services	395
Pennsylvania Housing Finance Agency	165
Schuylkill County Housing Authority	66
Pottsville Housing Authority	52