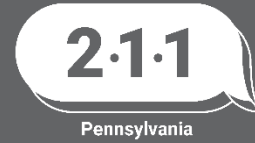


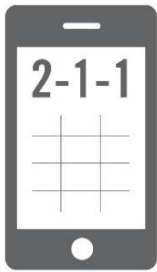


# SCHUYLKILL QUARTERLY REPORT JANUARY-MARCH 2022



*"I feel much more positive about my situation since calling 211 and speaking with you."*  
- 211 Caller

## CONTACT VOLUME



**348**  
PHONE  
CONTACTS



**1,365**  
WEBSITE  
VISITS



**45**  
EMAILS/TEXTS/  
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **62**

## TOP NEEDS



**166**  
HOUSING  
ASSISTANCE



**88**  
UTILITY  
ASSISTANCE



**19**  
INDIVIDUAL/FAMILY/  
COMMUNITY SUPPORT



**14**  
INCOME SUPPORT/  
ASSISTANCE



**14**  
LEGAL/CONSUMER/  
PUBLIC SAFETY

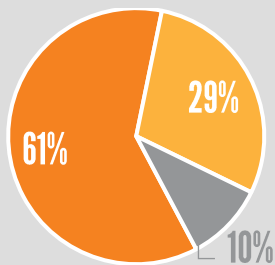
## TOP UNMET NEEDS

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	12
Heating Fuel Payment Assistance	5
Sewer Service Payment assistance	3
Gas Money	2
Moving Services	2

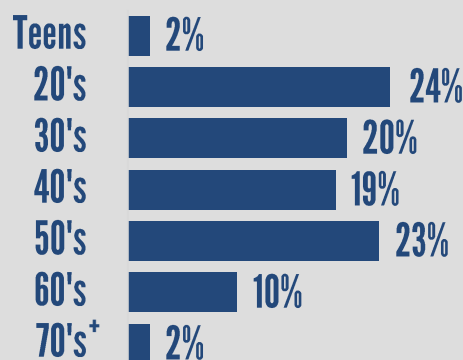
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
■ UNDETERMINED

### AGE



### TOP ZIP CODES

17901	114	17931	17
18252	35	17976	12
17954	27	18237	11
17921	23	17959	10
17972	22	17970	9
17948	21	18218	8
17935	20	17963	8

# TOP AGENCY REFERRALS

<b>Schuylkill Community Action Program</b> .....	<b>194</b>
<b>Eastern Pennsylvania Continuum of Care</b> .....	<b>129</b>
<b>Catholic Charities - Lehigh/Northampton Administrative Office</b> .....	<b>129</b>
<b>Salvation Army Pottsville Corps</b> .....	<b>98</b>
<b>Pennsylvania Department of Human Services</b> ( <i>LIHEAP, Emergency Shelter Allowance, SNAP</i> ).....	<b>95</b>
<b>Servants to All</b> .....	<b>87</b>
<b>Service Access and Management - Headquarters</b> .....	<b>81</b>
<b>Pennsylvania Housing Finance Agency</b> .....	<b>27</b>
<b>Schuylkill Hope Center for Victims of Domestic Violence</b> .....	<b>18</b>
<b>Schuylkill County Office of Senior Services</b> .....	<b>14</b>