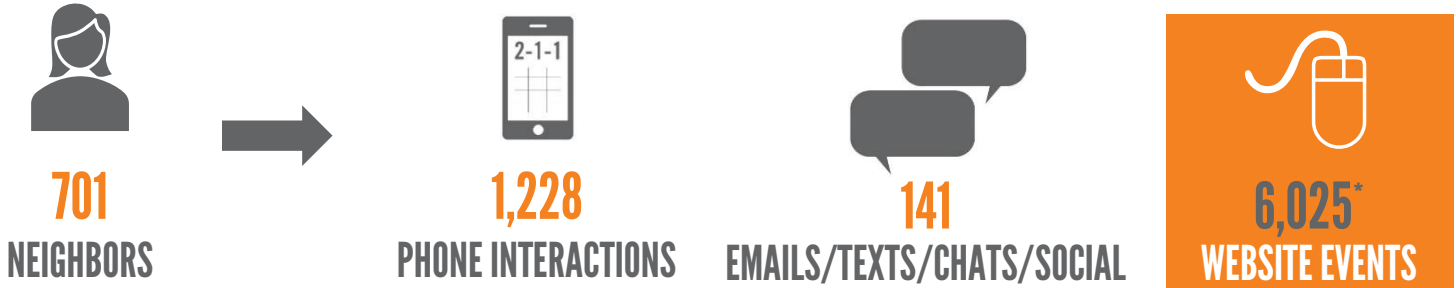




“ You're so nice and you've been so helpful, I wish I could meet you in person. ”
- Carbon County Resident

CONTACT VOLUME



**Website statistics may be a little off due to changes in analytical reporting*

TOP NEEDS



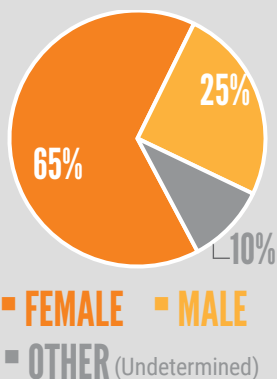
TOP UNMET NEEDS

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.

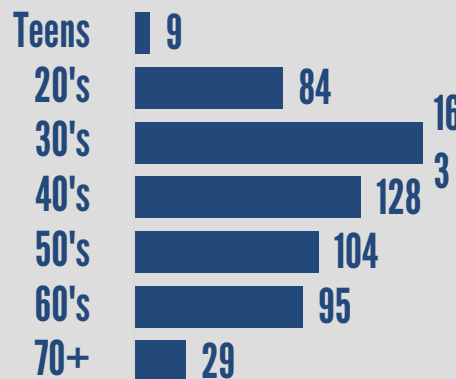
Shelters/Transitional Housing	26
Rent Payment Assistance	25
Electric Service Payment Assistance	8
Heating Fuel Payment Assistance	7
Undesignated Temporary Financial Assistance	6

DEMOGRAPHICS

GENDER



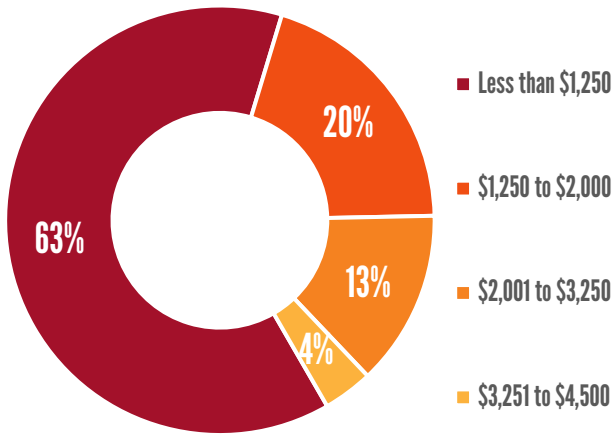
AGE



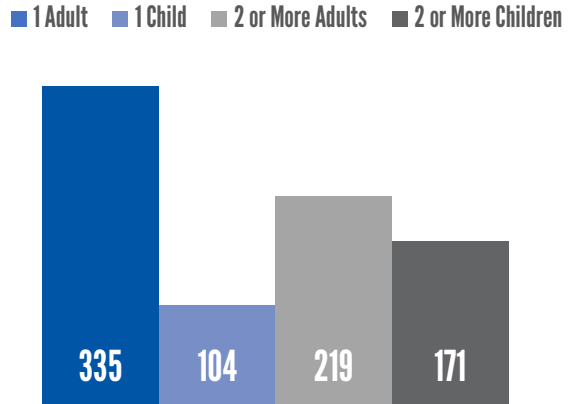
TOP ZIP CODES

18235	220	18255	30
18232	137	18216	10
18071	82	18254	7
18240	61	18012	7
18229	44	18030	7
18250	44	18661	4
18210	41	18244	2

INCOME REPORT



HOUSEHOLD SIZE REPORT



TOP AGENCY REFERRALS

Carbon County Action Committee For Human Services	411
Catholic Charities	407
Eastern Pennsylvania Continuum of Care	330
Pennsylvania Department of Human Services	255
United Way of the Greater Lehigh Valley	180
Pennsylvania Housing Finance Agency	164
Resources for Human Development	116
Pennsylvania Public Utility Commission	95
Salvation Army Tamaqua	66
Regional Housing Legal Services	63
Carbon County Housing Authority	60
PPL Electric Utilities Corp	50
Shepherd House	46
Dollar Energy Fund	39
Family Promise of Carbon County	38
North Penn Legal Services	37
Peaceful Knights	35
Victims Resource Center	29
Pennsylvania Department of Military and Veteran Affairs	28
Community Action Committee of the Lehigh Valley	28
USA Cares	22
Carbon Monroe Pike Mental Health and Developmental Services	22
PA CareerLink	21
Army Emergency Relief	20
Saint Peter's Community Resource Center	19