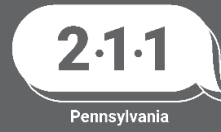




CARBON COUNTY SEMI-ANNUAL REPORT

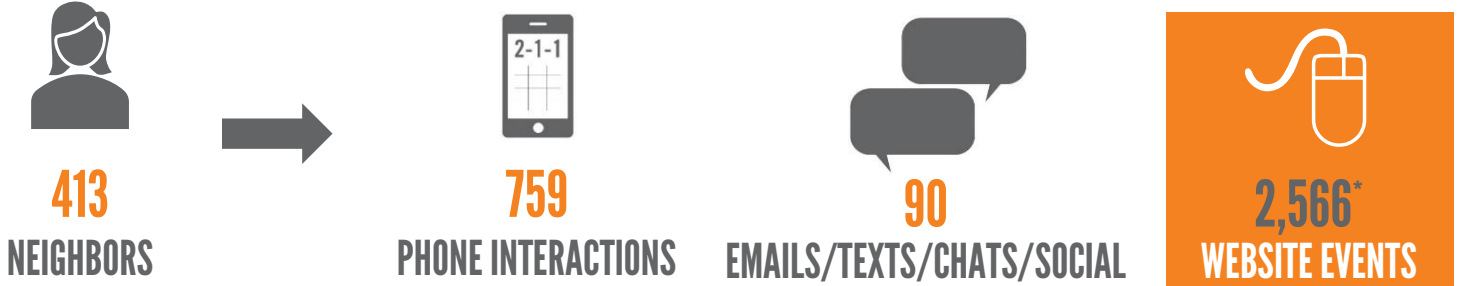
July 1, 2024-December 31, 2024



You have been way more than helpful today.
- Carbon County Resident



CONTACT VOLUME



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

TOP NEEDS



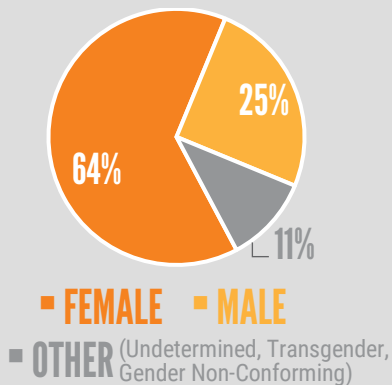
TOP UNMET NEEDS

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.

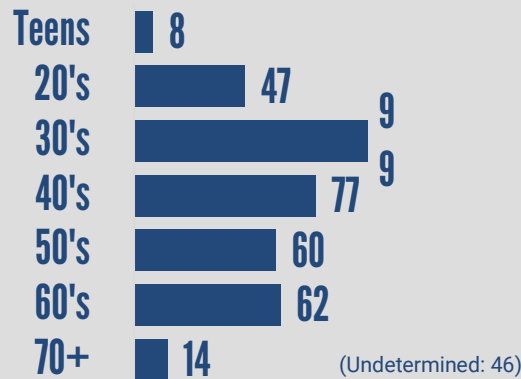
| | |
|---|----|
| Rent Payment Assistance | 15 |
| Shelters/Transitional Housing | 12 |
| Holiday Gifts/Toys | 6 |
| Electric Service Payment Assistance | 5 |
| Water Service Payment Assistance | 4 |

DEMOGRAPHICS

GENDER



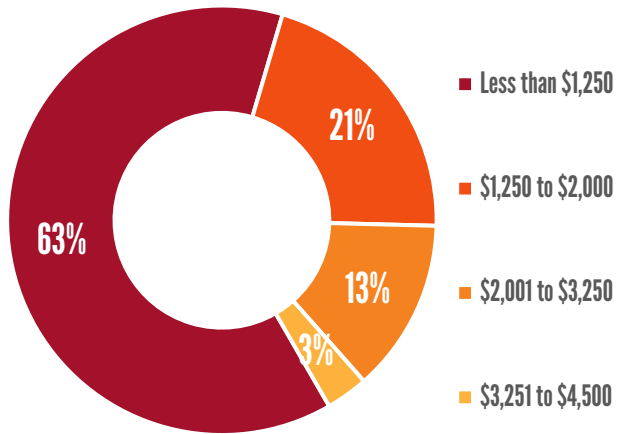
AGE



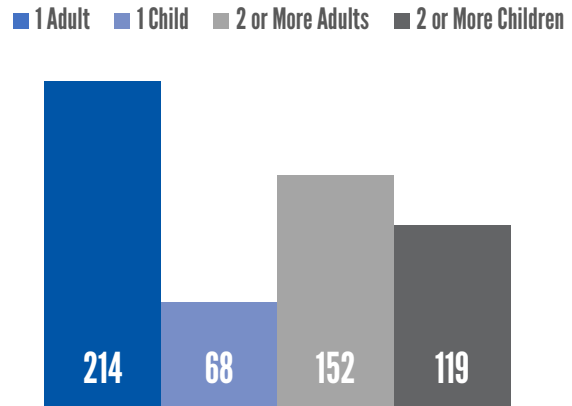
TOP ZIP CODES

| | | | |
|-------|-----|-------|----|
| 18235 | 135 | 18255 | 15 |
| 18232 | 82 | 18216 | 8 |
| 18071 | 53 | 18254 | 5 |
| 18240 | 34 | 18661 | 4 |
| 18210 | 23 | 18030 | 4 |
| 18250 | 22 | 18012 | 3 |
| 18229 | 21 | 18244 | 2 |

INCOME REPORT



HOUSEHOLD SIZE REPORT



TOP AGENCY REFERRALS



| | |
|---|-----|
| Catholic Charities | 223 |
| Carbon County Action Committee For Human Services | 208 |
| United Way of the Greater Lehigh Valley (ERAP) | 180 |
| Eastern Pennsylvania Continuum of Care | 179 |
| Pennsylvania Department of Human Services | 154 |
| Pennsylvania Housing Finance Agency | 108 |
| Resources for Human Development | 58 |
| Pennsylvania Public Utility Commission | 55 |
| Regional Housing Legal Services | 36 |
| PPL Electric Utilities Corp | 34 |

COORDINATED ENTRY INTAKE

211 is a centralized intake partner for housing and homelessness services in Carbon County through the Eastern Continuum of Care. Callers are screened for eligibility/referral to services. The number of intakes per month by 211 Intake Specialists are reflected below.

