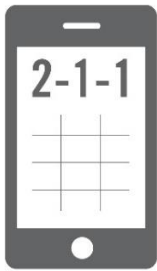




*You are so awesome! I appreciate your time. I feel so much better.*  
 - 2-1-1 Caller



## CONTACT VOLUME



**91**  
**PHONE CONTACTS**

1<sup>st</sup> Quarter: 70  
 2<sup>nd</sup> Quarter: 77  
 3<sup>rd</sup> Quarter: 65



**123**  
**WEBSITE VISITS**

1<sup>st</sup> Quarter: 77  
 2<sup>nd</sup> Quarter: 89  
 3<sup>rd</sup> Quarter: 111



**2**  
**EMAILS/TEXTS/SOCIAL MEDIA**

1<sup>st</sup> Quarter: 1  
 2<sup>nd</sup> Quarter: 2  
 3<sup>rd</sup> Quarter: 2

## TOP NEEDS



**64**  
**HOUSING ASSISTANCE**



**10**  
**INFORMATION SERVICES**



**9**  
**UTILITY ASSISTANCE**



**9**  
**FOOD/MEALS**



**7**  
**INFORMATION SERVICES**

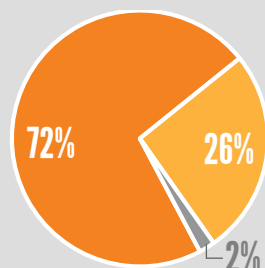
## TOP UNMET NEEDS\*

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 2-1-1 specialist explores other resources and services that may be of assistance.

Shelters/Transitional Housing .....	2
Domestic Violence Hotlines ( <i>client refused referral</i> ) .....	1
Recovery Homes/Halfway Houses .....	1

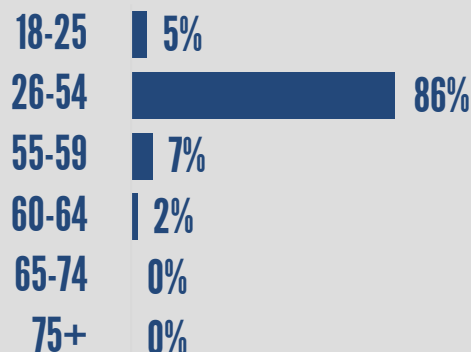
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
 ■ UNDETERMINED

### AGE



### TOP ZIP CODES

18235	31	18210	6
18232	12	18254	4
18229	12	18255	2
18071	9	18030	2
18250	6	18624	1
18240	6	18216	1