



# SCHUYLKILL COUNTY 4<sup>TH</sup> QUARTER REPORT

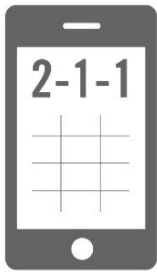
April 1, 2018-June 30, 2018



*Well thank you, you have gone the extra mile...what a great service!*  
- 2-1-1 Caller



## CONTACT VOLUME



**428**  
PHONE  
CONTACTS

1<sup>st</sup> Quarter: 256  
2<sup>nd</sup> Quarter: 211  
3<sup>rd</sup> Quarter: 290



**280**  
WEBSITE  
VISITS

1<sup>st</sup> Quarter: 242  
2<sup>nd</sup> Quarter: 266  
3<sup>rd</sup> Quarter: 321



**6**  
EMAILS/TEXTS/  
SOCIAL MEDIA

1<sup>st</sup> Quarter: 10  
2<sup>nd</sup> Quarter: 6  
3<sup>rd</sup> Quarter: 14

## TOP NEEDS



**320**  
HOUSING  
ASSISTANCE



**52**  
UTILITY  
ASSISTANCE



**37**  
MENTAL HEALTH/  
ADDICTIONS



**26**  
INFORMATION  
SERVICES



**18**  
INDIVIDUAL/FAMILY/  
COMMUNITY SUPPORT

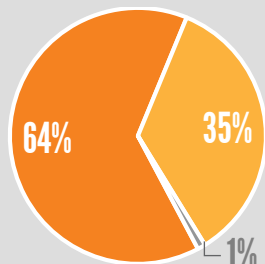
## TOP UNMET NEEDS:

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	31
Water Payment	11
Hotel/Motel Vouchers	3
Sewer Payment	3
Automobile Loans	1

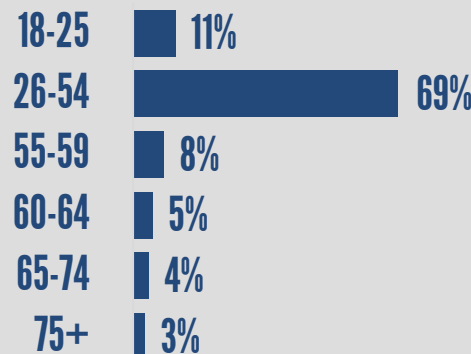
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
■ UNDETERMINED

### AGE



### TOP ZIP CODES

17901	195	17921	11
18252	34	17935	10
17976	33	17959	8
17948	19	17961	8
17954	18	17972	7
17931	14	17980	7
17963	13	18237	6