

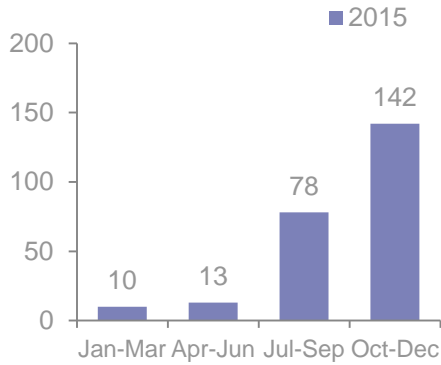
PENNSYLVANIA 2-1-1 EAST

4TH QUARTER 2015
SCHUYLKILL COUNTY
REPORT

This report reflects statistics compiled from the statewide 2-1-1 system. If you have any questions or comments about this report, please contact us at 2-1-1 or by email at 211@uwlancc.org.

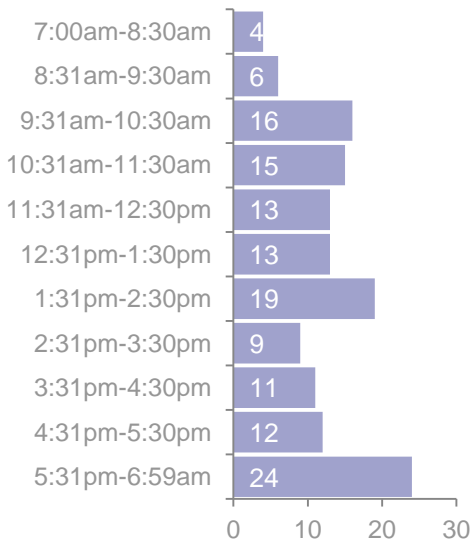
CONTACT VOLUME

In October-December we experienced **142** total contacts.



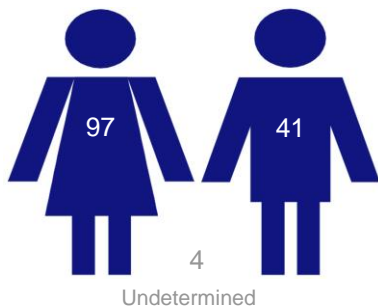
CALL FREQUENCY

The total number of calls received during specific hours.



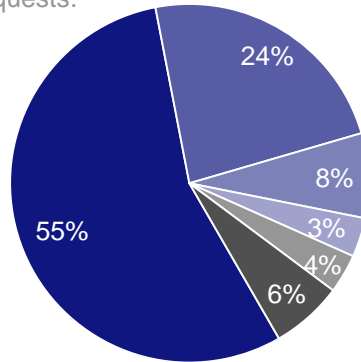
GENDER

A comparison of male/female callers.



NEEDS REQUESTS

The total amount of problems/needs requests.



Basic Needs

Clothing/Personal/Household: 3
Food/Meals: 6
Housing: 57
Utilities: 28

Medical/Mental Health Services

Health Care: 6
Mental Health/Addictions: 34

Support Services

Income Support/Assistance: 7
Individual, Family & Community: 6
(Includes Holiday Programs)

Information Services

Information Services: 6

Legal, Consumer & Public Safety

Legal, Consumer & Public Safety: 6

All Other Needs

Arts, Culture and Recreation: 1
Disaster: 1
Education: 1
Employment: 4
Other Government/Economic: 1
Transportation: 3
Volunteers/Donations: 1

ZIP CODES

The top zip codes of callers and number of calls received from that area.

17901	47	17963	4
18237	10	17954	4
18248	9	17970	4
18252	9	18231	3
17921	8	17960	2
17948	8	17934	2
17976	7	17931	2
17972	5	18202	2
17967	4	17961	2

AGENCY REFERRALS

The top referrals to agencies in Schuylkill County.

PA Dept of Human Services	29
Salvation Army Pottsville Corps	22
Schuylkill Community Action	21
Northeast Counseling Services	21
Catholic Charities	12
Just for Jesus Challenge	5
Salvation Army Tamaqua	4
PA CareerLink	3
AIRS (2-1-1- Call Center Search)	2
PPL Electric Utilities	2

REFERRAL SOURCE

The top ways clients heard about 2-1-1.

62	Agency/Organization
8	Friend/Relative
5	Prior Use
3	Media/TV/Radio
3	Electronic Media
2	Newspaper
2	Business/Employer
1	2-1-1 Publication
1	Church/Faith Based Org.
1	Flyer/Brochure/Poster

PENNSYLVANIA 2-1-1 EAST IS GENEROUSLY SUPPORTED BY SCHUYLKILL UNITED WAY

