



LEBANON COUNTY 1ST QUARTER REPORT

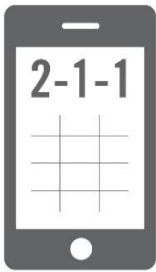
July 1, 2019-September 30, 2019



You gave me a little bit of hope today, and that's been hard to come by.
- 211 Caller



CONTACT VOLUME



256
PHONE
CONTACTS



288
WEBSITE
VISITS



5
EMAILS/TEXTS/
SOCIAL MEDIA

TOP NEEDS



134
HOUSING
ASSISTANCE



103
UTILITY
ASSISTANCE



31
FOOD/
MEALS



24
MENTAL HEALTH/
ADDICTIONS



20
LEGAL/CONSUMER/
PUBLIC SAFETY

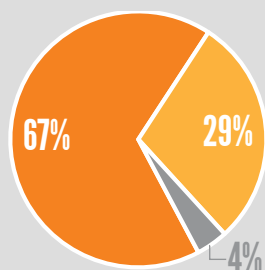
TOP UNMET NEEDS*

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.

Electric Service Payment Assistance	15
Shelters/Transitional Housing	6
Air Fare	2
Gas Service Payment Assistance	2
Water Service Payment Assistance	2

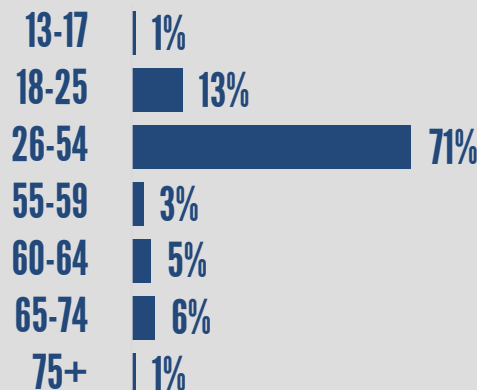
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17042	86	17067	13
17046	81	17073	6
17078	32	17026	2
17003	21	17087	1
17038	16	17088	1

TOP AGENCY REFERRALS

Salvation Army of Lebanon	79
Lebanon County Christian Ministries.....	52
Lebanon County Community Action Partnership	26
Pennsylvania Department of Human Services.....	22
Eastern Pennsylvania Continuum of Care (<i>Homeless Intakes through 211</i>)	19
Pennsylvania Housing Finance Agency.....	18
PA Public Utility Commission.....	18
First Energy	15
MidPenn Legal Services	10
Lebanon County Housing and Redevelopment Authorities	6

TOP PA211EAST.ORG WEBSITE/PAGE HITS

Lebanon-Housing.....	137
Lebanon-Food	86
Lebanon-Family.....	21
Lebanon-Income-Employment.....	21
Lebanon-Transportation.....	20