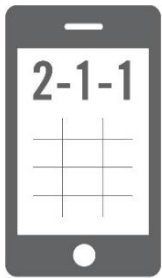




You were so helpful. Your positive energy helped me in this crazy, hectic time.
 - Lehigh County Resident



CONTACT VOLUME



2,222
 PHONE
 CONTACTS



1,380
 WEBSITE
 VISITS



42
 EMAILS/TEXTS/
 SOCIAL MEDIA

TOP NEEDS



2,360
 HOUSING
 ASSISTANCE



166
 MENTAL HEALTH/
 ADDICTIONS



163
 FOOD/
 MEALS



148
 UTILITY
 ASSISTANCE



115
 INCOME SUPPORT/
 ASSISTANCE

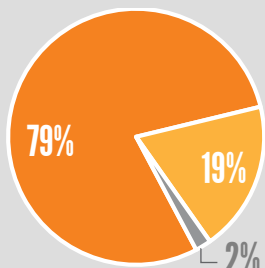
TOP UNMET NEEDS*

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 (primary reason: coordinated entry not open when call received and shelters full)	427
Rent Payment Assistance	13
Rental Deposit Assistance	10
Heating Fuel Payment Assistance	3
Homeless Motel Vouchers	3

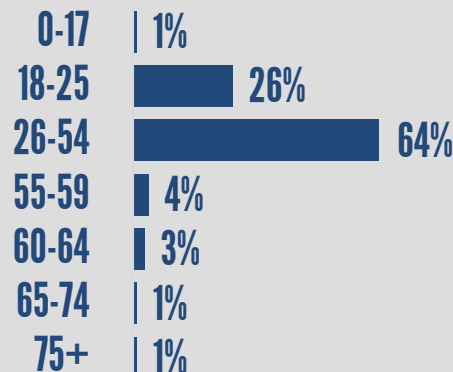
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
 ■ UNDETERMINED

AGE



TOP ZIP CODES

18102	1,083	18049	37
18103	257	18080	37
18109	185	18062	32
18101	171	18018	31
18104	118	18105	23
18052	89	18037	17
18032	48	18015	17

TOP AGENCY REFERRALS

Eastern Pennsylvania Continuum of Care	687
Pennsylvania Department of Human Services	293
Catholic Charities - Lehigh/Northampton Administrative Office	207
Lehigh Conference of Churches	167
Pennsylvania Housing Finance Agency	156
Hispanic American Organization	147
Salvation Army - Lehigh Valley Area Services	108
Greater Valley YMCA	106
Casa Guadalupe Center	74
Everlasting Life Ministries	65

TOP PA211EAST.ORG WEBSITE/PAGE HITS

Lehigh-Housing	924
Lehigh-Income-Employment	284
Lehigh-Food	212
Lehigh-Transportation	161
Lehigh-Health Care	160
Lehigh-Mental Health	160