

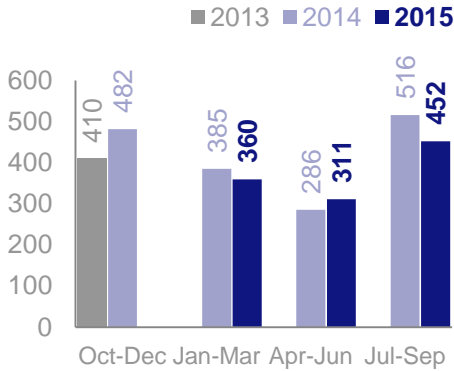
PENNSYLVANIA 2-1-1 EAST

3RD QUARTER 2015
LEHIGH 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.

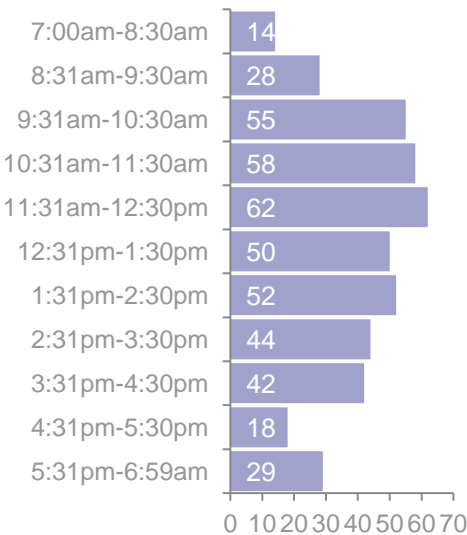
CONTACT VOLUME

In July-September we experienced **452** total contacts.



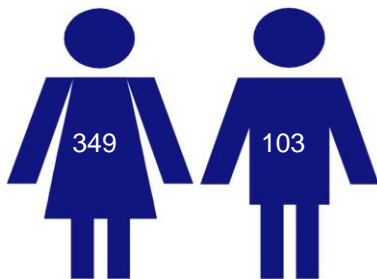
CALL FREQUENCY

The total number of calls received during specific hours.



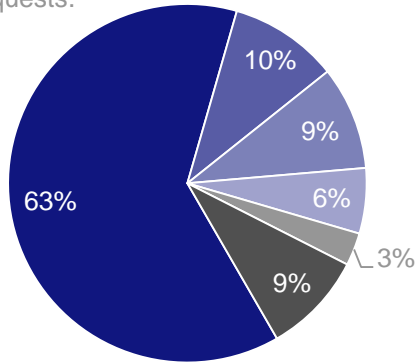
GENDER

A comparison of male/female callers.



NEEDS REQUESTS

The total amount of problems/needs requests.



Basic Needs

- Clothing/Personal/Household: 18
- Food/Meals: 35
- Housing: 213
- Utilities: 117

Support Services

- Income Support/Assistance: 28
- Individual, Family & Community: 32

Medical/Mental Health Services

- Health Care: 34
- Mental Health/Addictions: 23

Legal, Consumer & Public Safety

- Legal, Consumer & Public Safety: 36

Information Services

- Information Services: 18

All Other Needs

- Arts, Culture and Recreation: 2
- Disaster: 1
- Education: 11
- Employment: 6
- Other Government/Economic: 11
- Transportation: 18
- Volunteers/Donations: 7

ZIP CODES

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

18102	178	18036	7
18103	54	18032	6
18101	50	18049	6
18109	39	18080	6
18104	29	18078	5
18052	23	18034	4
18015	9	18106	3
18018	9	18069	3
18062	9	18017	3

AGENCY REFERRALS

The top referrals to agencies in Lehigh County.

PPL Electric Utilities	81
New Bethany Ministries	76
Lehigh Conference of Churches	73
PA Housing Finance Agency	52
Casa Guadalupe Center	46
Salvation Army of Lehigh Valley	45
Hispanic American Organization	24
PA Dept of Human Services	17
Catholic Charities	15
Community Action Committee	15

REFERRAL SOURCE

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

- 149 Agency/Organization
- 44 Prior Use
- 30 Friend/Relative
- 15 Electronic Media
- 6 Medical Services
- 4 Blue Pages
- 4 Flyer/Brochure/Poster
- 3 Church/Faith Based Org
- 3 Business/Employer
- 2 Public Officials
- 2 Media/TV/Radio
- 2 Billboard