

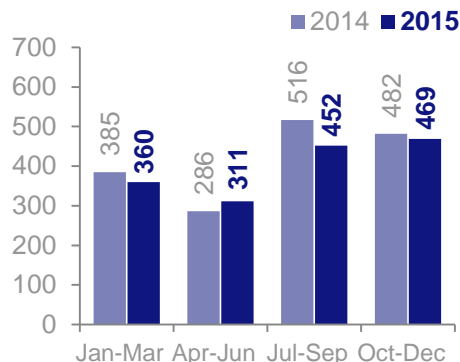
PENNSYLVANIA 2-1-1 EAST

4TH 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.

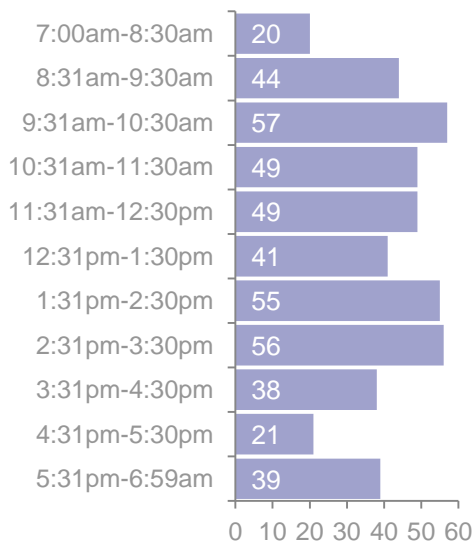
CONTACT VOLUME

In October-December we experienced **469** total contacts.



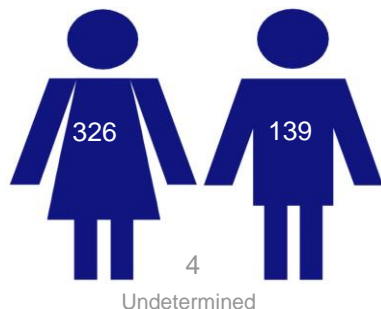
CALL FREQUENCY

The total number of calls received during specific hours.



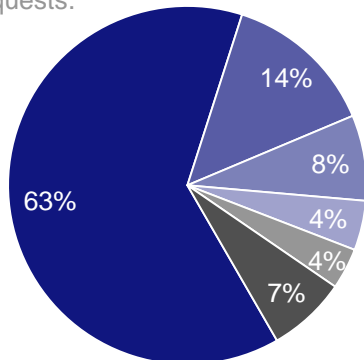
GENDER

A comparison of male/female callers.



NEEDS REQUESTS

The total amount of problems/needs requests.



Basic Needs

Clothing/Personal/Household: 20
Food/Meals: 68
Housing: 204
Utilities: 118

Support Services

Income Support/Assistance: 31
Individual, Family & Community: 58
(Includes Holiday Programs)

Medical/Mental Health Services

Health Care: 27
Mental Health/Addictions: 23

Legal, Consumer & Public Safety

Legal, Consumer & Public Safety: 29

Information Services

Information Services: 24

All Other Needs

Arts, Culture and Recreation: 2
Disaster: 0
Education: 5
Employment: 8
Other Government/Economic: 5
Transportation: 15
Volunteers/Donations: 11

ZIP CODES

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

18102	172	18062	8
18101	53	18105	7
18103	44	18080	6
18109	35	18049	5
18104	31	18017	4
18052	30	18036	4
18032	24	18015	4
18037	13	18059	3
18018	9	18031	3

AGENCY REFERRALS

The top referrals to agencies in Lehigh County.

PA Dept of Human Services	104
Catholic Charities	55
Salvation Army - Lehigh Valley	52
Community Action Committee	45
Hispanic American Organization	44
Lehigh Conference of Churches	32
Everlasting Life Ministries	31
Casa Guadalupe Center	23
PPL Electric Utilities	22
PA Housing Finance Agency	20

REFERRAL SOURCE

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

- 114 Agency/Organization
- 53 Prior use
- 27 Friend/Relative
- 15 Electronic Media
- 12 Flyer/Brochure/Poster
- 7 Church/Faith Based Org.
- 6 Business/Employer
- 3 Utility Company - Gas
- 2 Public Officials
- 2 Blue Pages

PENNSYLVANIA 2-1-1 EAST IS GENEROUSLY SUPPORTED BY
UNITED WAY OF GREATER LEHIGH VALLEY

