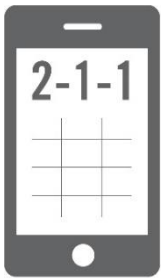




*This is absolutely fantastic, I appreciate your expertise.*  
 - Northampton County resident



## CONTACT VOLUME



**743**  
**PHONE CONTACTS**  
 1<sup>ST</sup> Q: 800  
 2<sup>ND</sup> Q: 911



**386**  
**WEBSITE VISITS**  
 1<sup>ST</sup> Q: 266  
 2<sup>ND</sup> Q: 404



**14**  
**EMAILS/TEXTS/SOCIAL MEDIA**  
 1<sup>ST</sup> Q: 35  
 2<sup>ND</sup> Q: 29

## TOP NEEDS



**652**  
**HOUSING ASSISTANCE**



**131**  
**UTILITY ASSISTANCE**



**55**  
**MENTAL HEALTH/ADDICTIONS**



**50**  
**INCOME SUPPORT/ASSISTANCE**



**48**  
**HEALTH CARE**

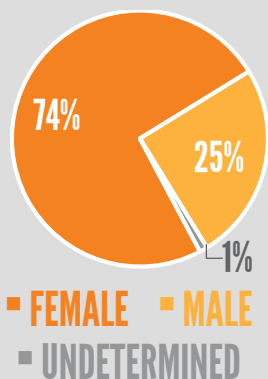
## TOP UNMET NEEDS\*

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.

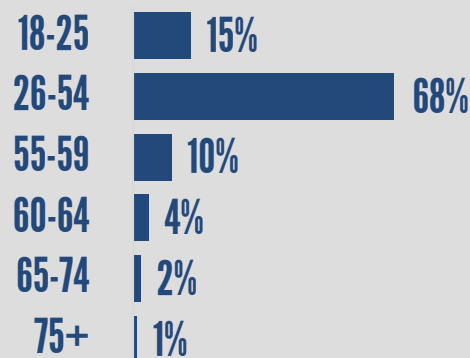
Shelters/Transitional Housing .....	84
Electric Payment.....	17
Cold Weather Shelters.....	9
Water Payment .....	9
Rent Payment .....	5

## DEMOGRAPHICS

### GENDER



### AGE



### TOP ZIP CODES

18042.....	220	18067.....	24
18015.....	166	18064.....	23
18018.....	70	18014.....	19
18017.....	59	18040.....	16
18020.....	41	18072.....	15
18045.....	30	18091.....	13
18013.....	26	18088.....	8