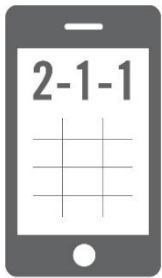




*Your friendliness and warmth helped my heartache.*  
 - Northampton County Resident



## CONTACT VOLUME



**1,666**  
**PHONE**  
**CONTACTS**



**808**  
**WEBSITE**  
**VISITS**



**39**  
**EMAILS/TEXTS/**  
**SOCIAL MEDIA**

## TOP NEEDS



**1,448**  
**HOUSING**  
**ASSISTANCE**



**328**  
**UTILITY**  
**ASSISTANCE**



**129**  
**INCOME SUPPORT/**  
**ASSISTANCE**



**115**  
**FOOD/**  
**MEALS**



**110**  
**MENTAL HEALTH/**  
**ADDICTIONS**

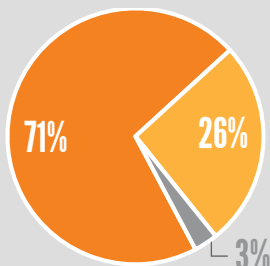
## TOP UNMET NEEDS

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.

|  |            |
|--|------------|
| <b>Shelters/Transitional Housing</b> (primary reason: coordinated entry not open when call received and shelters full) ..... | <b>234</b> |
| <b>Electric Service Payment Assistance</b> .....   | <b>43</b>  |
| <b>Water Service Payment Assistance</b> .....  | <b>11</b>  |
| <b>Rent Payment Assistance</b> .....   | <b>10</b>  |
| <b>Rental Deposit Assistance</b> .....   | <b>5</b>   |

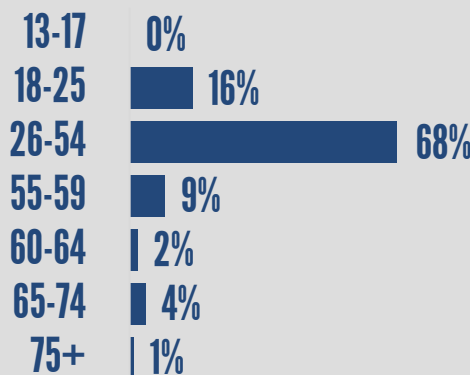
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
 ■ UNDETERMINED

### AGE



### TOP ZIP CODES

|                    |            |                    |           |
|--------------------|------------|--------------------|-----------|
| <b>18042</b> ..... | <b>542</b> | <b>18064</b> ..... | <b>61</b> |
| <b>18015</b> ..... | <b>293</b> | <b>18014</b> ..... | <b>46</b> |
| <b>18018</b> ..... | <b>200</b> | <b>18020</b> ..... | <b>39</b> |
| <b>18017</b> ..... | <b>150</b> | <b>18072</b> ..... | <b>27</b> |
| <b>18013</b> ..... | <b>91</b>  | <b>18040</b> ..... | <b>24</b> |
| <b>18045</b> ..... | <b>66</b>  | <b>18055</b> ..... | <b>23</b> |
| <b>18067</b> ..... | <b>63</b>  | <b>18088</b> ..... | <b>16</b> |

# TOP AGENCY REFERRALS

|   |     |
|---|-----|
| Eastern Pennsylvania Continuum of Care .....                        | 387 |
| Pennsylvania Department of Human Services .....                     | 250 |
| Easton Area Neighborhood Centers .....                              | 176 |
| Catholic Charities - Lehigh/Northampton Administrative Office ..... | 158 |
| Salvation Army - Lehigh Valley Area Services .....                  | 123 |
| Hispanic American Organization .....                                | 118 |
| Pennsylvania Housing Finance Agency .....                           | 108 |
| Casa Guadalupe Center .....   | 64  |
| PA Public Utility Commission .....                                  | 55  |
| Bethlehem Emergency Sheltering, Inc.....                            | 53  |

# TOP PA211EAST.ORG WEBSITE/PAGE HITS

|  |     |
|--|-----|
| Northampton-Housing .....              | 522 |
| Northampton-Income-Employment .....    | 125 |
| Northampton-Food .....                 | 119 |
| Northampton-Seniors-Older-Adults ..... | 88  |
| Northampton-Mental Health .....        | 76  |