

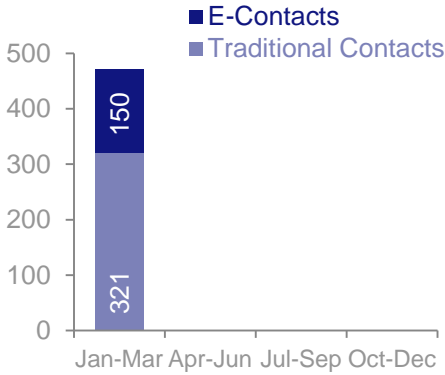
# PENNSYLVANIA 2-1-1 EAST

## 1ST QUARTER 2016 REPORT NORTHAMPTON COUNTY

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@uwlanc.org.

### CONTACT VOLUME

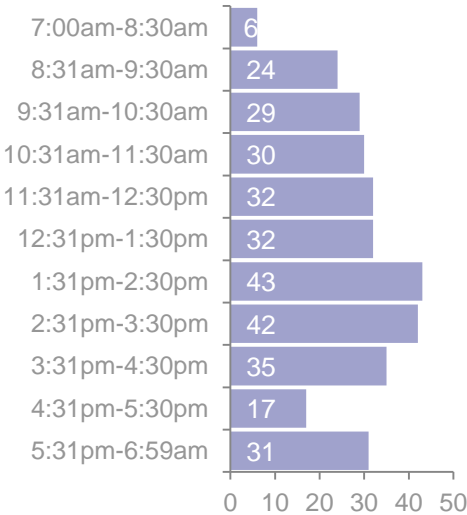
In January-March we experienced **471** total contacts.



Traditional Contacts: Phone  
E-Contacts: Website Searches

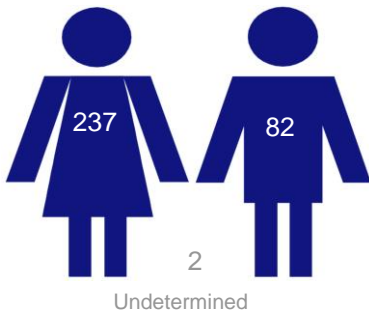
### CALL FREQUENCY

The total number of calls received during specific hours.



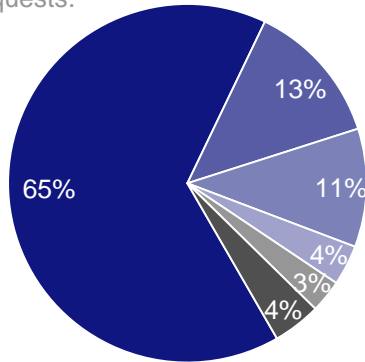
### GENDER

A comparison of male/female callers.



### NEEDS REQUESTS

The total amount of problems/needs requests.



#### Basic Needs

Clothing/Personal/Household: 12  
Food/Meals: 26  
Housing: 171  
Utilities: 79

#### Medical/Mental Health Services

Health Care: 32  
Mental Health/Addictions: 15

#### Support Services

Income Support/Assistance: 34  
(Includes Tax Preparation Assistance)  
Individual, Family & Community: 23

#### Information Services

Information Services: 16

#### Legal, Consumer & Public Safety

Legal, Consumer & Public Safety: 13

#### All Other Needs

Arts, Culture and Recreation: 1  
Disaster: 0  
Education: 1  
Employment: 4  
Other Government/Economic: 6  
Transportation: 6  
Volunteers/Donations: 1

### ZIP CODES

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

18042	84	18040	11
18018	44	18067	10
18015	41	18014	8
18017	28	18091	5
18064	15	18038	4
18013	14	18055	4
18045	14	18088	4
18020	13	18343	2
18072	12	18032	2

### AGENCY REFERRALS

The top referrals to agencies in Northampton County.

PA Dept of Human Services	60
Catholic Charities	44
Salvation Army - Lehigh Valley	43
Easton Area Neighborhood Cent.	37
Hispanic America Organization	20
Community Action Committee	18
Safe Harbor Easton	15
PA Housing Finance Agency	14
Project of Easton	10
Third Street Alliance	9

### REFERRAL SOURCE

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

- 97 Agency/Organization
- 45 Prior Use
- 13 Friend/Relative
- 9 Electronic Media
- 6 Medical Services
- 5 Business/Employer
- 3 Media/TV/Radio
- 2 Flyer/Brochure/Poster
- 2 Blue Pages
- 1 Utility Company - Gas

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

