

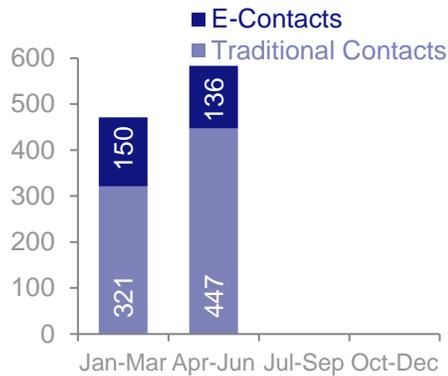
PENNSYLVANIA 2-1-1 EAST

2ND 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

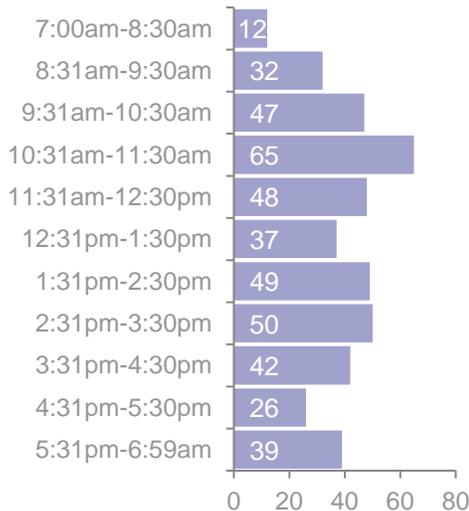
In April-June we experienced **583** total contacts.



Traditional Contacts: Phone
E-Contacts: Website Searches

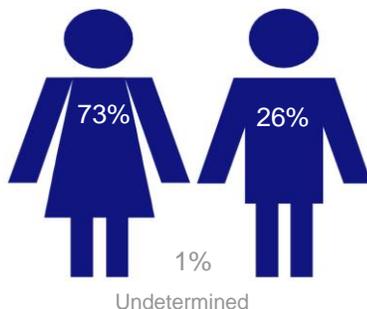
CALL FREQUENCY

The total number of calls received during specific hours.



GENDER

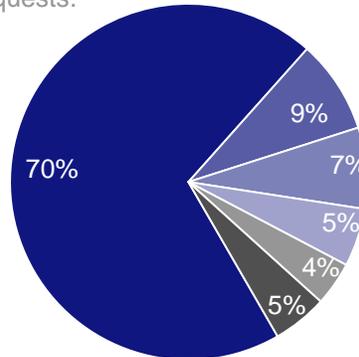
A comparison of male/female callers.



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

NEEDS REQUESTS

The total amount of problems/needs requests.



Basic Needs

Clothing/Personal/Household: 7
Food/Meals: 33
Housing: 248
Utilities: 149

Support Services

Income Support/Assistance: 27
Individual, Family & Community: 26

Medical/Mental Health Services

Health Care: 20
Mental Health/Addictions: 26

Information Services

Information Services: 25

Legal, Consumer & Public Safety

Legal, Consumer & Public Safety: 33

All Other Needs

Arts, Culture and Recreation: 4
Disaster: 0
Education: 6
Employment: 1
Other Government/Economic: 5
Transportation: 9
Volunteers/Donations: 6

ZIP CODES

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

18042	123	18072	14
18015	65	18064	14
18017	60	18091	11
18018	40	18040	9
18045	19	18088	8
18020	18	18055	7
18067	17	18343	3
18014	17	18035	1
18013	16	18351	1

AGENCY REFERRALS

The top referrals to agencies in Northampton County.

Salvation Army - Lehigh Valley 74

Easton Area Neighborhood Cent. 72

Catholic Charities 70

PA Dept of Human Services 67

Hispanic America Organization 48

PA Housing Finance Agency 34

Safe Harbor Easton 30

Families First 24

Third Street Alliance 19

Community Action Committee 19

REFERRAL SOURCE

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

139 Agency/Organization

54 Prior Use

24 Friend/Relative

9 Electronic Media

8 Medical Services

7 Flyer/Brochure/Poster

3 Business/Employer

3 Church/Faith Based Org.

2 Utility Company - Gas

2 Media/TV/Radio

