

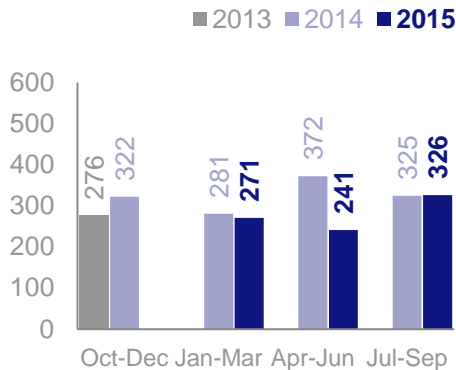
# PENNSYLVANIA 2-1-1 EAST

3RD QUARTER 2015  
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@uwlancc.org.

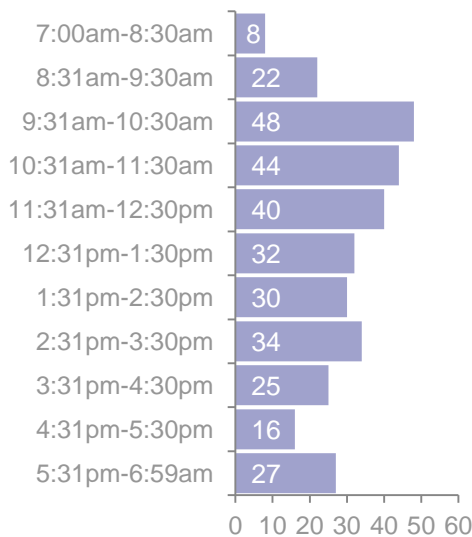
## CONTACT VOLUME

In July-September we experienced **326** total contacts.



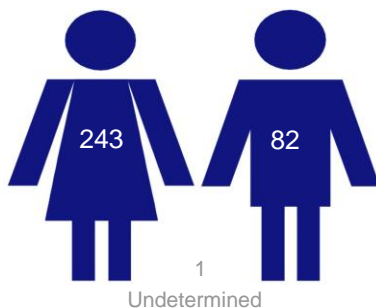
## CALL FREQUENCY

The total number of calls received during specific hours.



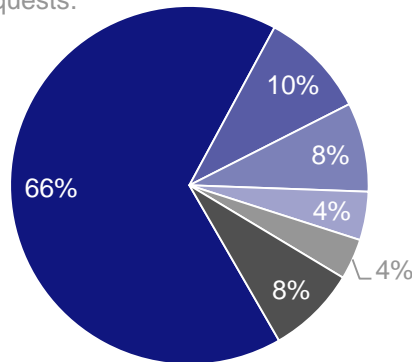
## GENDER

A comparison of male/female callers.



## NEEDS REQUESTS

The total amount of problems/needs requests.



### Basic Needs

Clothing/Personal/Household: 9  
Food/Meals: 25  
Housing: 174  
Utilities: 80

### Medical/Mental Health Services

Health Care: 14  
Mental Health/Addictions: 28

### Support Services

Income Support/Assistance: 17  
Individual, Family & Community: 18

### Information Services

Information Services: 19

### Legal, Consumer & Public Safety

Legal, Consumer & Public Safety: 16

### All Other Needs

Arts, Culture and Recreation: 0  
Disaster: 0  
Education: 5  
Employment: 8  
Other Government/Economic: 3  
Transportation: 10  
Volunteers/Donations: 9

## ZIP CODES

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

18042	115	18064	9
18015	36	18055	8
18018	34	18020	6
18017	33	18088	4
18045	19	18014	4
18013	17	18091	2
18072	11	18343	2
18067	11	18351	1
18040	11	18063	1

## AGENCY REFERRALS

The top referrals to agencies in Northampton County.

Catholic Charities	72
Community Action Committee	64
Easton Area Neighborhood Center	59
Families First	57
Hispanic American Organization	53
Area Agency On Aging	37
PA Public Utility Commission	19
PA Dept of Human Services	11
Salvation Army of Lehigh Valley	11
Third Street Alliance	11

## REFERRAL SOURCE

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

126 Agency/Organization  
25 Prior Use  
22 Friend/Relative  
8 Flyer/Brochure/Poster  
7 Electronic Media  
2 Medical Services  
1 Business/Employer  
1 Media/TV/Radio  
1 School  
1 211 Presentation  
1 Bus Sign  
1 Utility Company - Gas  
1 Church/Faith Based Org