

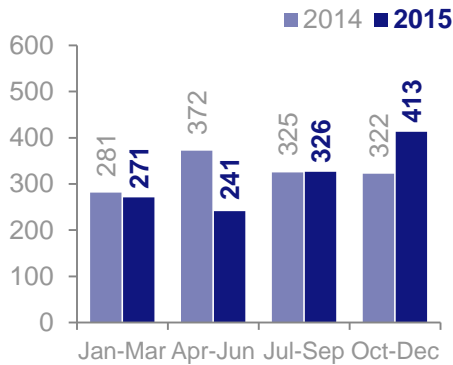
PENNSYLVANIA 2-1-1 EAST

4TH QUARTER 2015
NORTHAMPTON COUNTY
REPORT

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.

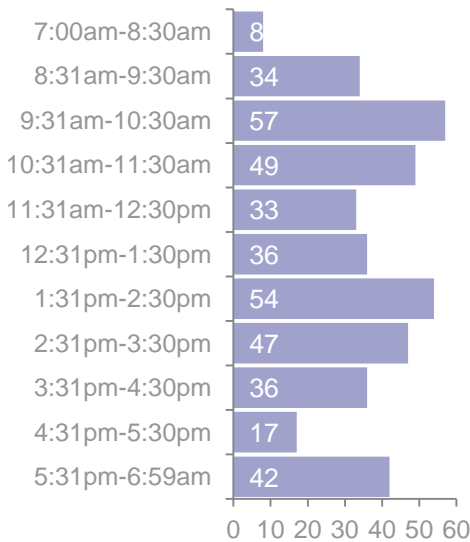
CONTACT VOLUME

In October-December we experienced **413** total contacts.



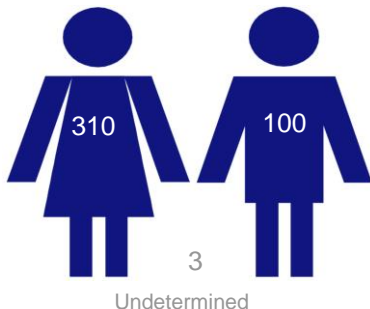
CALL FREQUENCY

The total number of calls received during specific hours.



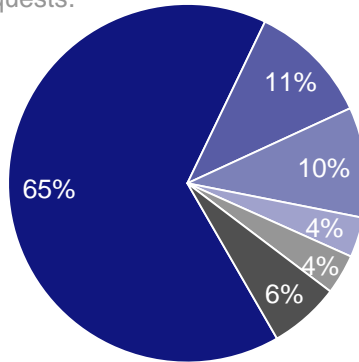
GENDER

A comparison of male/female callers.



NEEDS REQUESTS

The total amount of problems/needs requests.



Basic Needs

Clothing/Personal/Household: 26
Food/Meals: 40
Housing: 209
Utilities: 106

Support Services

Income Support/Assistance: 25
Individual, Family & Community: 39
(Includes Holiday Programs)

Medical/Mental Health Services

Health Care: 35
Mental Health/Addictions: 23

Information Services

Information Services: 21

Legal, Consumer & Public Safety

Legal, Consumer & Public Safety: 21

All Other Needs

Arts, Culture and Recreation: 1
Disaster: 0
Education: 4
Employment: 9
Other Government/Economic: 2
Transportation: 14
Volunteers/Donations: 7

ZIP CODES

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

18042	99	18040	12
18105	82	18091	8
18018	62	18055	7
18017	28	18072	7
18013	25	18064	6
18045	25	18016	3
18020	14	18343	3
18067	14	18032	2
18014	13	18043	1

AGENCY REFERRALS

The top referrals to agencies in Northampton County.

PA Dept of Human Services	99
Salvation Army - Lehigh Valley	63
Catholic Charities	58
Hispanic American Organization	52
Easton Area Neighborhood Cent.	51
Community Action Committee	46
New Bethany Ministries	20
Safe Harbor Easton	17
Third Street Alliance	16
ProJeCt of Easton	16

REFERRAL SOURCE

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

127	Agency/Organization
26	Friend/Relative
24	Prior use
15	Electronic Media
7	Business/Employer
5	Flyer/Brochure/Poster
5	Medical Services
4	Utility Company - Electric
3	Church/Faith Based Org.
2	School

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

