

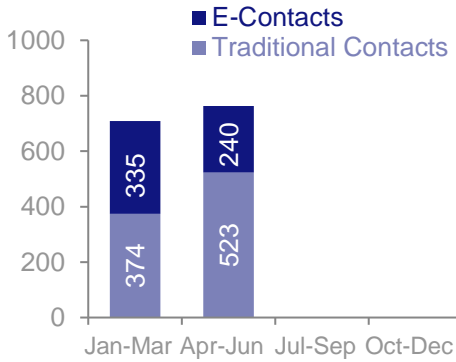
# PENNSYLVANIA 2-1-1 EAST

2ND QUARTER 2016  
LEHIGH 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

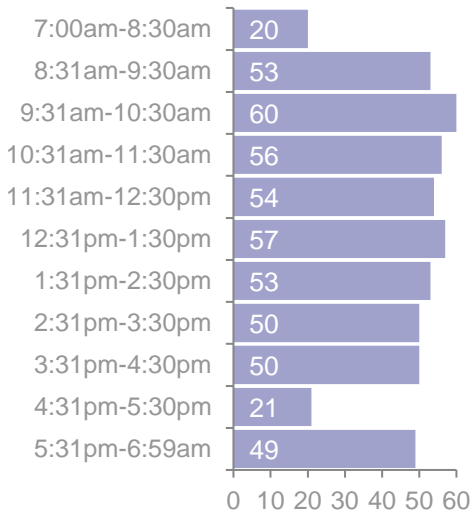
In April-June we experienced **763** total contacts.



Traditional Contacts: Phone  
E-Contacts: Website Searches

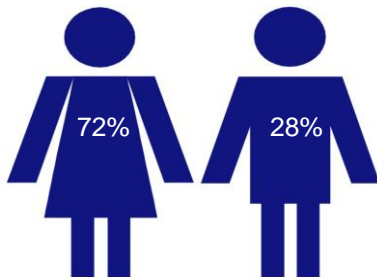
## CALL FREQUENCY

The total number of calls received during specific hours.



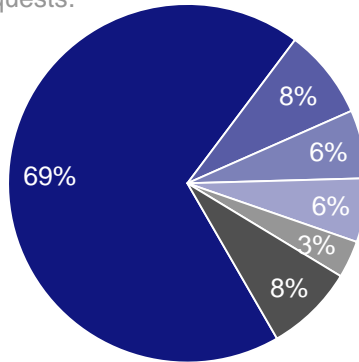
## GENDER

A comparison of male/female callers.



## NEEDS REQUESTS

The total amount of problems/needs requests.



### Basic Needs

Clothing/Personal/Household: 31  
Food/Meals: 58  
Housing: 290  
Utilities: 110

### Medical/Mental Health Services

Health Care: 36  
Mental Health/Addictions: 22

### Support Services

Income Support/Assistance: 25  
Individual, Family & Community: 19

### Legal, Consumer & Public Safety

Legal, Consumer & Public Safety: 41

### Information Services

Information Services: 24

### All Other Needs

Arts, Culture and Recreation: 5  
Disaster: 2  
Education: 5  
Employment: 11  
Other Government/Economic: 7  
Transportation: 9  
Volunteers/Donations: 18

## ZIP CODES

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

18102	213	18032	7
18103	69	18036	5
18104	59	18062	4
18101	56	18018	4
18109	40	18080	4
18052	15	18049	3
18105	9	18106	3
18015	7	18031	3
18069	7	18087	2

## AGENCY REFERRALS

The top referrals to agencies in Lehigh County.

PA Dept of Human Services	80
Catholic Charities	71
Salvation Army-Lehigh Valley	66
Hispanic American Organization	62
Community Action Committee	34
Lehigh Conference of Churches	30
New Bethany Ministries	28
PA Housing Finance Agency	26
Casa Guadalupe Center	24
North Penn Legal Services	19

## REFERRAL SOURCE

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

121	Agency/Organization
86	Prior use
20	Friend/Relative
12	Flyer/Brochure/Poster
9	Church/Faith Based Org.
8	Electronic Media
6	Business/Employer
6	Medical Services
4	Blue Pages
4	School

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

