

PENNSYLVANIA 2-1-1 EAST

1ST QUARTER 2017

NORTHAMPTON REPORT

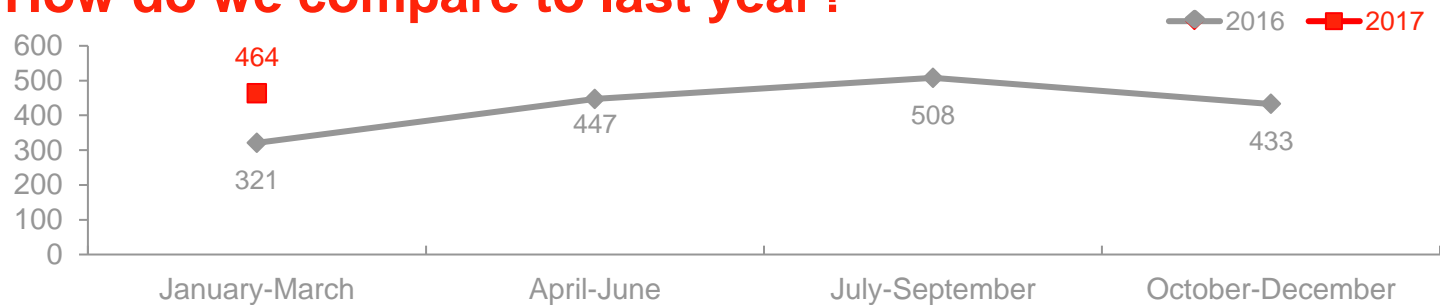
If you have any questions or comments about this report, please contact us at 2-1-1 or by email at 211@uwlanc.org.

How do inquirers access 2-1-1?



This quarter, 2-1-1 provided resource information **683** times to people who visited our website, called, text messaged, utilized our social media platforms, and emailed.

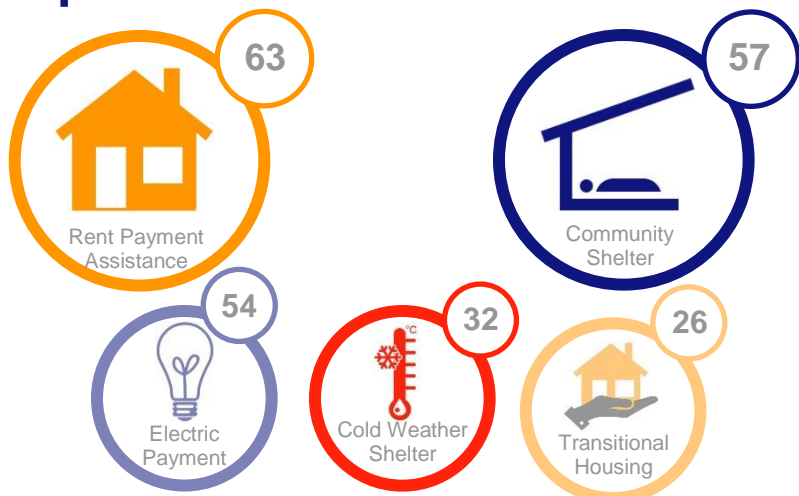
How do we compare to last year?



This quarter, 2-1-1 received **464** calls for health and human services. This resulted in a **7.16%** increase in calls over last quarter and a **44.55%** increase over the same quarter last year.

What needs do 2-1-1 inquirers have?

TOP
CALLER
NEEDS **5**



2-1-1 specialists recorded a total of **613** caller needs. The top 5 needs displayed represent **39%** of the total requests.

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



PENNSYLVANIA 2-1-1 EAST

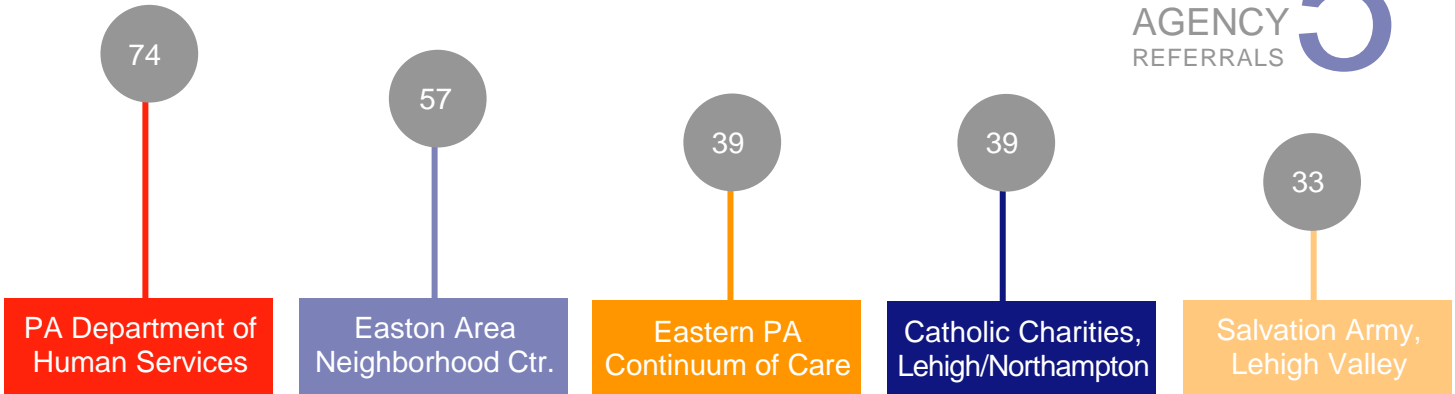
1ST QUARTER 2017

NORTHAMPTON REPORT

If you have any questions or comments about this report, please contact us at 2-1-1 or by email at 211@uwlanc.org.

What referrals do inquirers receive?

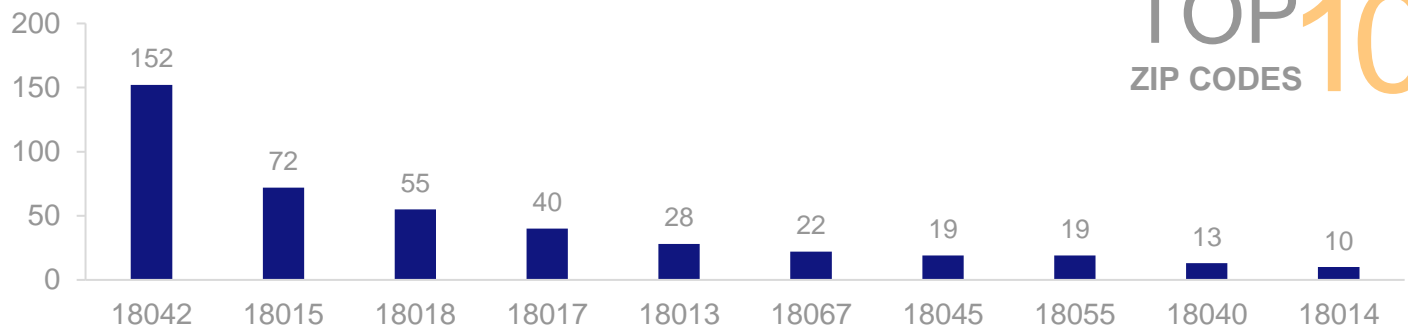
TOP 5
AGENCY
REFERRALS



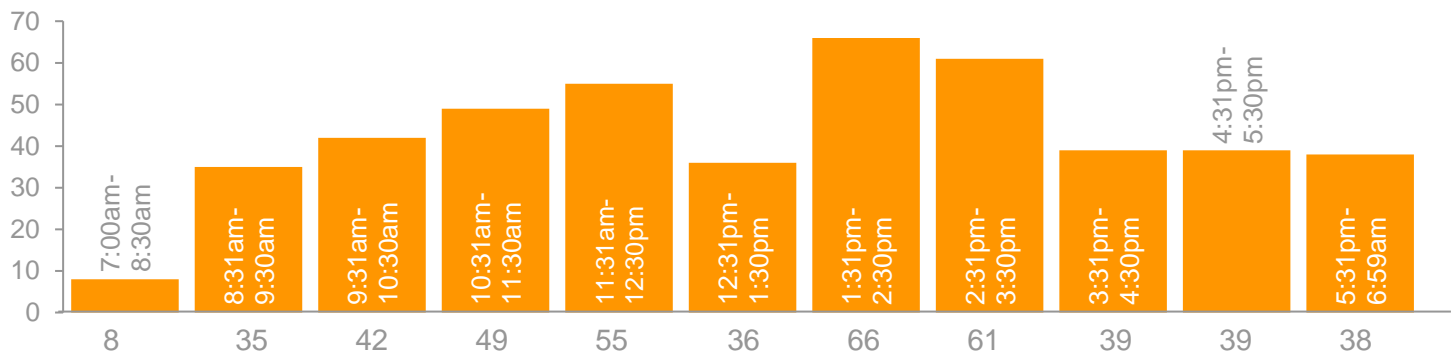
2-1-1 made referrals to **222** programs/services through **153** individual agencies that serve Northampton County residents.

Where do 2-1-1 inquirers live?

TOP 10
ZIP CODES



When do inquirers reach 2-1-1?



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



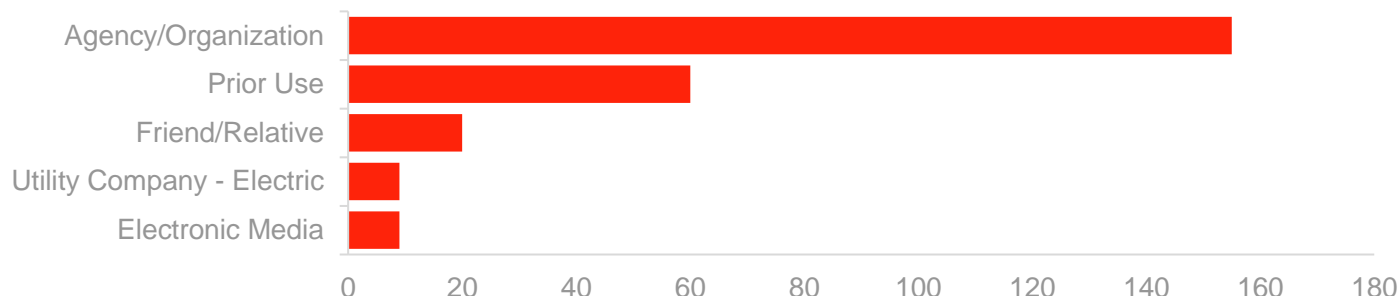
PENNSYLVANIA 2-1-1 EAST

1ST QUARTER 2017

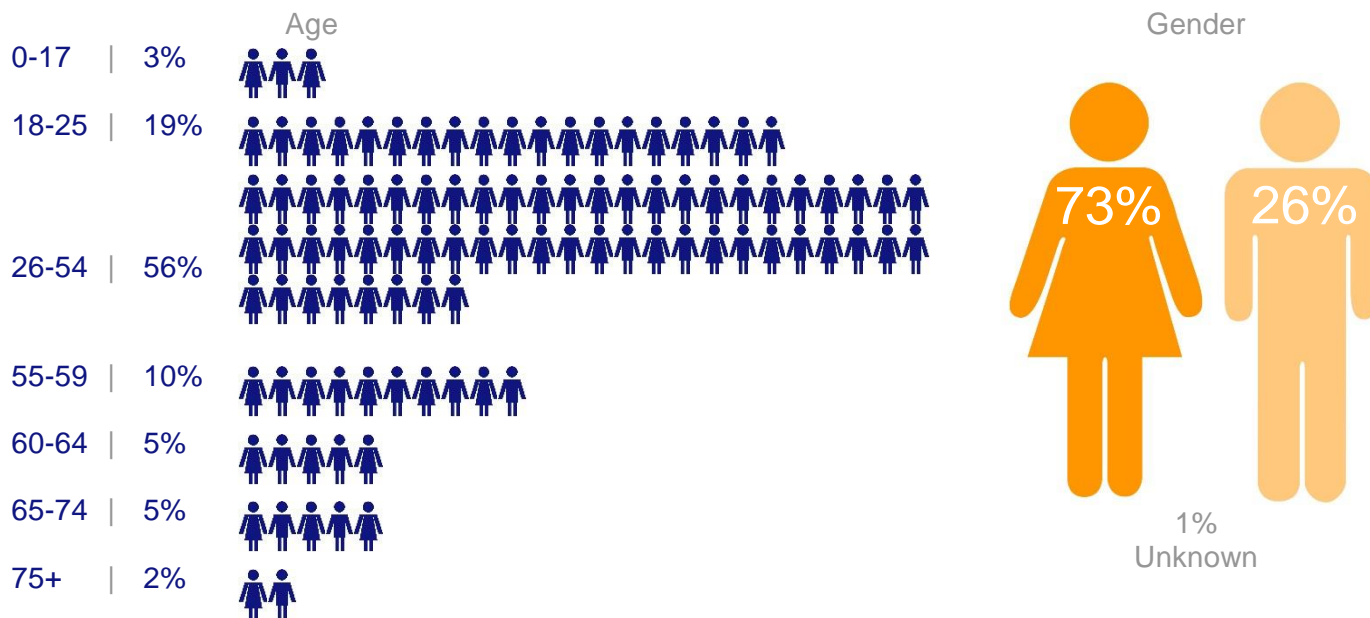
NORTHAMPTON REPORT

If you have any questions or comments about this report, please contact us at 2-1-1 or by email at 211@uwlanc.org.

How did inquirers hear about 2-1-1?



Who is contacting 2-1-1?



What are potential service gaps?

There are times when a specialist is not able to refer for the inquirer’s specific need.

This may occur when the agencies that provide a certain type of assistance are out of funds or when a client is deemed ineligible. When a need is recorded as “unmet”, the 2-1-1 specialist explores other resources and services that may be of assistance.

Top unmet needs

Electric Service Payment Assistance	15
Transitional Housing/Shelter	12
Rent Payment Assistance	6
Community Shelters.....	6
Water Service Payment Assistance	5

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

