

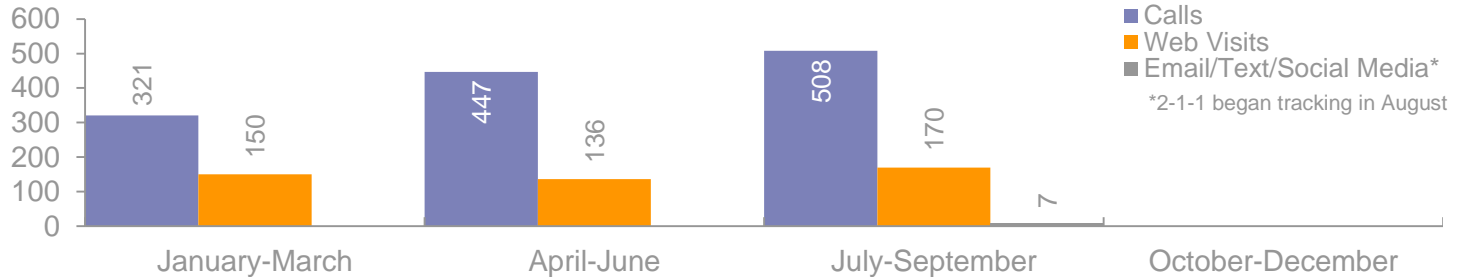
# PENNSYLVANIA 2-1-1 EAST

3<sup>RD</sup> QUARTER 2016

NORTHAMPTON REPORT

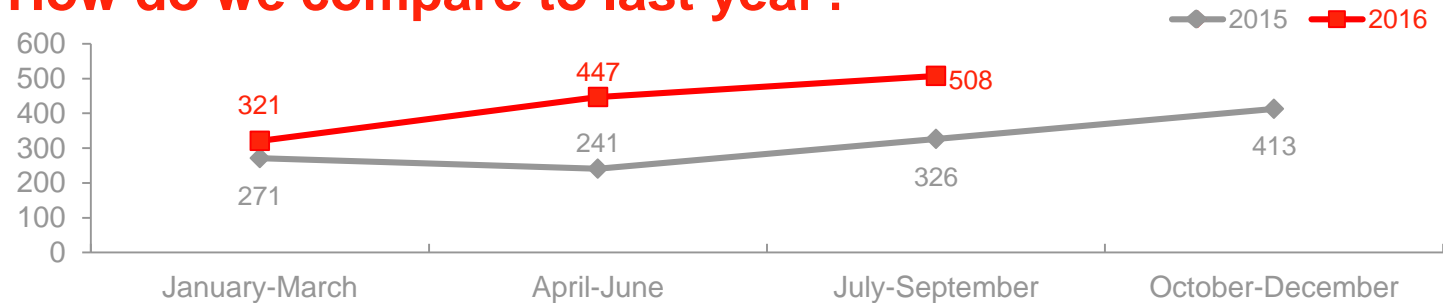
If you have any questions or comments about this report, please contact us at 2-1-1 or by email at 211@uwlanc.org.

## How do inquirers access 2-1-1?



This quarter, 2-1-1 provided resource information **685** times to people who visited our website, called, text messaged, utilized our social media platforms, and emailed.

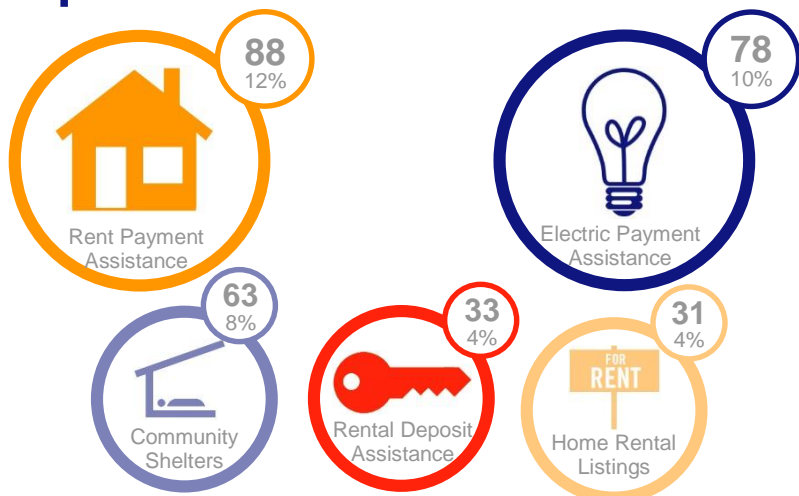
## How do we compare to last year?



This quarter, 2-1-1 received **508** calls for health and human services. This resulted in a **13.65%** increase in calls over last quarter and a **55.83%** 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 **746** 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

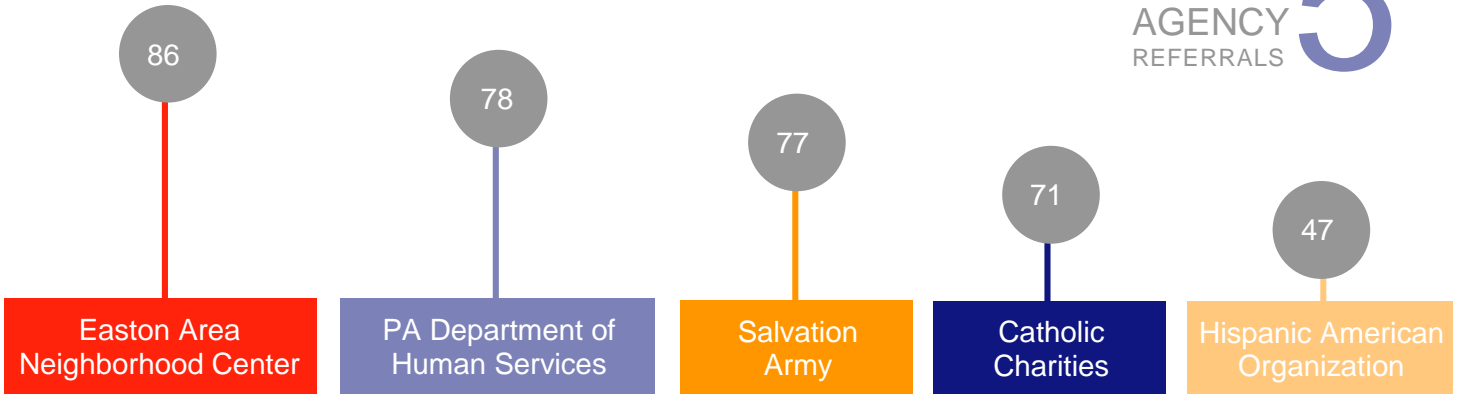
3<sup>RD</sup> QUARTER 2016

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?

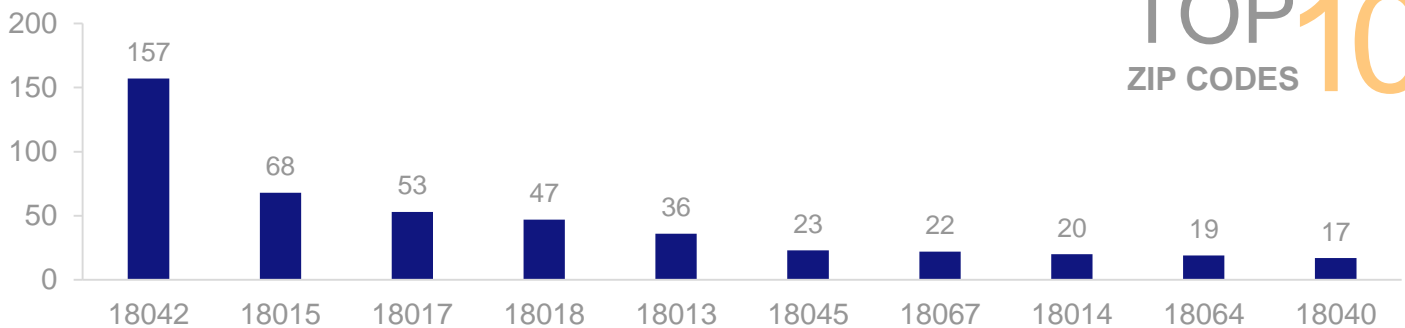
TOP 5  
AGENCY  
REFERRALS



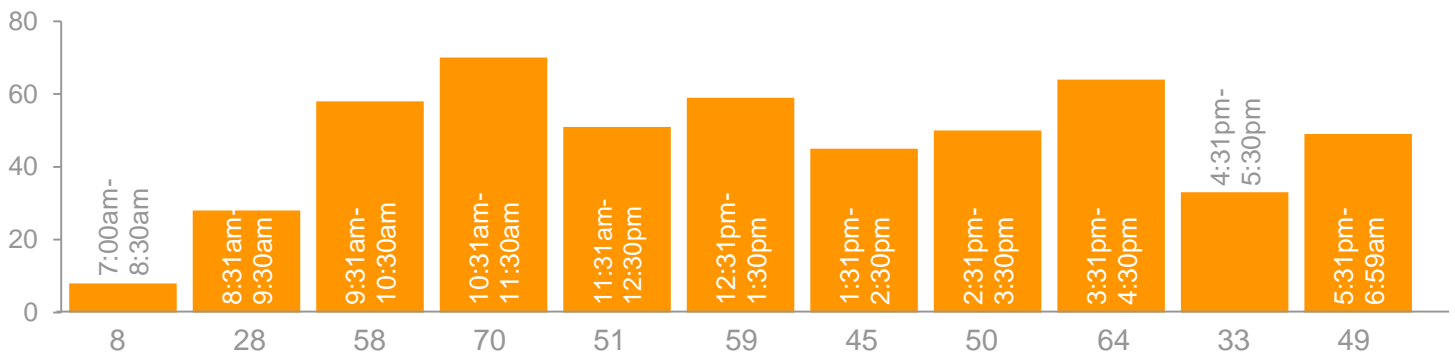
2-1-1 made referrals to **245** programs/services through **169** individual agencies that serve Northampton County residents.

## 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



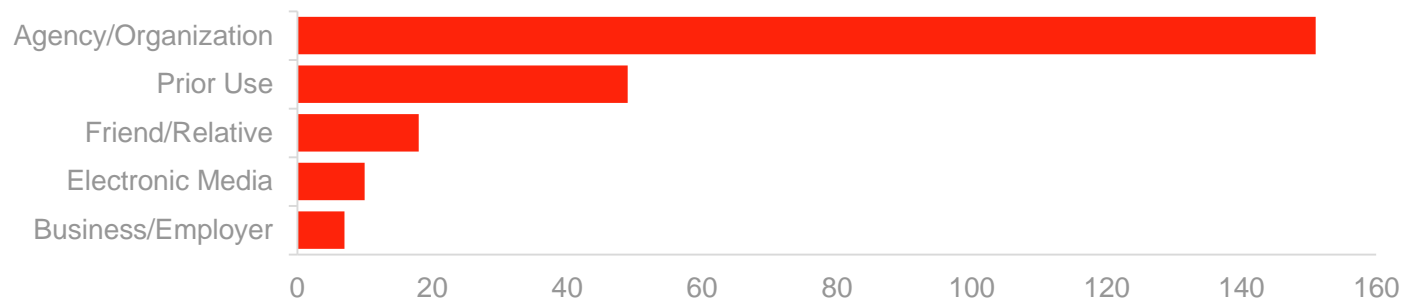
# PENNSYLVANIA 2-1-1 EAST

3<sup>RD</sup> QUARTER 2016

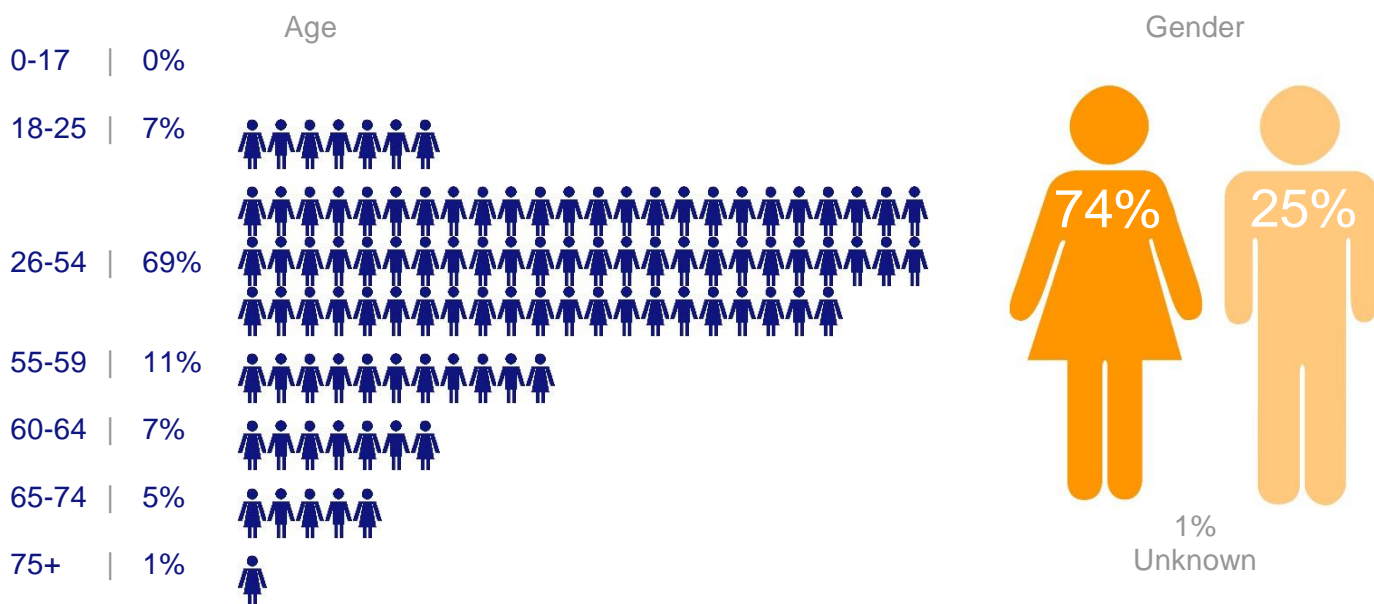
NORTHAMPTON REPORT

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 .....	20
Community Shelters .....	15
Rent Payment Assistance .....	11
Water Service Payment Assistance.....	5
Gas Service Payment Assistance.....	3

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

