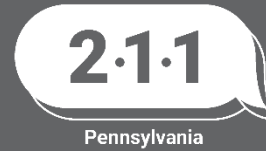




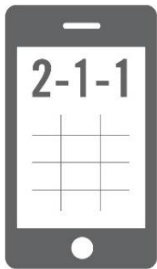
LEBANON COUNTY APRIL 2020 REPORT



I feel so much better. I'm glad I could talk to someone who genuinely cares and understands me. – 211 Caller



CONTACT VOLUME



104
PHONE
CONTACTS



100
WEBSITE
VISITS



15
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **56**

TOP NEEDS



46
HOUSING
ASSISTANCE



46
UTILITY
ASSISTANCE



34
FOOD/
MEALS



11
INCOME SUPPORT/
ASSISTANCE



11
HEALTH
CARE

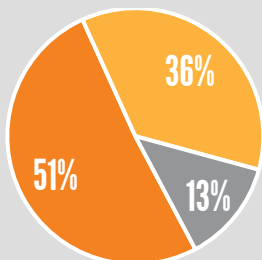
TOP UNMET NEEDS*

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 211 specialist explores other resources and services that may be of assistance.

Electric Service Payment Assistance	3
Shelters/Transitional Housing	2
Rent Payment Assistance	2
Gas Service Payment Assistance	1
Covid-19 Diagnostic Tests	1

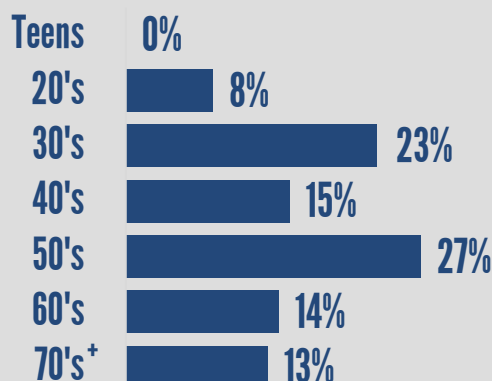
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17046	44	17067	2
17042	42	17033	1
17078	12	17026	1
17003	10	17073	1
17038	3	17016	1

TOP AGENCY REFERRALS

Salvation Army of Lebanon	21
Lebanon County Christian Ministries	20
First Energy	8
Pennsylvania Department of Human Services	7
Lebanon County Community Action Partnership	4
Central Pennsylvania Food Bank	3
Pennsylvania Housing Finance Agency	3
Pennsylvania Department of Health	3
Lebanon County Department of Emergency Services	2
Domestic Violence Intervention of Lebanon County, Inc	2