LEBANON COUNTY
MARCH 2020 REPORT

You are so helpful and polite.
– 211 caller

CONTACT VOLUME

122 PHONE CONTACTS
103 WEBSITE VISITS
8 EMAILS/TEXTS/SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: 44

TOP NEEDS

50 HOUSING ASSISTANCE
42 UTILITY ASSISTANCE
35 FOOD/MEALS
14 INCOME SUPPORT/ASSISTANCE
9 LEGAL/CONSUMER/PUBLIC SAFETY

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.

1. Shelters/Transitional Housing
2. Income Support/Employment
3. Rent Payment Assistance
4. Diapers
5. Electric Service Payment Assistance

DEMOGRAPHICS

GENDER

FEMALE = 31%  MALE = 57%  UNDETERMINED = 12%

AGE

Teens 0%  20’s 5%  30’s 21%  40’s 32%  50’s 16%  60’s 18%  70’s+ 8%

TOP ZIP CODES

17042........48  17073.........3
17046........45  17028........3
17078.........15  17041.........2
17003.........7  17010.........2
17038.........3  17077.........1

PA 211 EAST • 1910 HARRINGTON DRIVE • LANCASTER, PA 17601 • PHONE: 211 • WEB: PA211EAST.ORG
<table>
<thead>
<tr>
<th>Agency</th>
<th>Referrals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pennsylvania Department of Human Services</td>
<td>39</td>
</tr>
<tr>
<td>Salvation Army of Lebanon</td>
<td>33</td>
</tr>
<tr>
<td>Lebanon County Christian Ministries</td>
<td>26</td>
</tr>
<tr>
<td>Lebanon County Community Action Partnership</td>
<td>25</td>
</tr>
<tr>
<td>Eastern Pennsylvania Continuum of Care</td>
<td>9</td>
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<tr>
<td>First Energy</td>
<td>7</td>
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<tr>
<td>Palmyra a Caring Community</td>
<td>7</td>
</tr>
<tr>
<td>Pennsylvania Housing Finance Agency</td>
<td>6</td>
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<tr>
<td>Lebanon County Area Agency on Aging</td>
<td>5</td>
</tr>
<tr>
<td>Pennsylvania Wounded Warriors (PAWW)</td>
<td>4</td>
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</tbody>
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