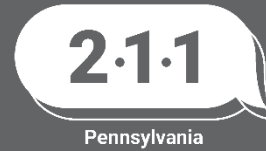




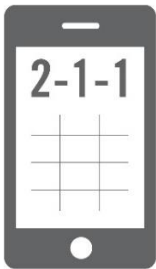
LEBANON COUNTY MARCH 2020 REPORT



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

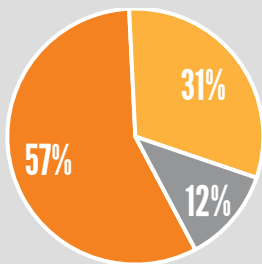
TOP UNMET NEEDS*

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.

| | |
|---|---|
| Shelters/Transitional Housing | 4 |
| Income Support/Employment..... | 1 |
| Rent Payment Assistance..... | 1 |
| Diapers | 1 |
| Electric Service Payment Assistance | 1 |

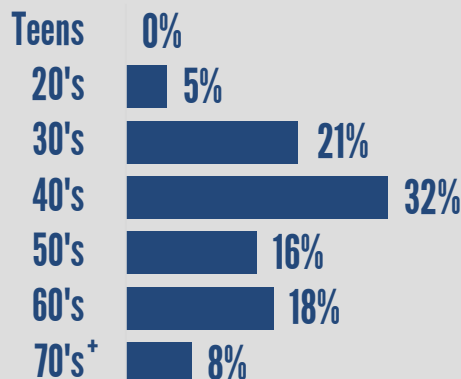
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

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

TOP AGENCY REFERRALS

| | |
|---|----|
| Pennsylvania Department of Human Services | 39 |
| Salvation Army of Lebanon | 33 |
| Lebanon County Christian Ministries | 26 |
| Lebanon County Community Action Partnership | 25 |
| Eastern Pennsylvania Continuum of Care | 9 |
| First Energy | 7 |
| Palmyra a Caring Community | 7 |
| Pennsylvania Housing Finance Agency | 6 |
| Lebanon County Area Agency on Aging | 5 |
| Pennsylvania Wounded Warriors (PAWW) | 4 |