"I have been calling all of these places and you gave me more program information than any of them. Thank you!" – 211 Caller

CONTACT VOLUME

- 98 PHONE CONTACTS
- 69 WEBSITE VISITS
- 4 EMAILS/TEXTS/SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: 28

TOP NEEDS

- 67 HOUSING ASSISTANCE
- 26 UTILITY ASSISTANCE
- 22 FOOD/MEALS
- 7 INCOME SUPPORT/ASSISTANCE
- 5 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: 6
- Automotive Repair and Maintenance: 1
- Rent Payment Assistance: 1
- Telephone Service Payment Assistance: 1
- Utility Deposit Assistance: 1

DEMOGRAPHICS

GENDER

- 56% FEMALE
- 37% MALE
- 7% UNDETERMINED

AGE

- Teens: 7%
- 20's: 18%
- 30's: 23%
- 40's: 15%
- 50's: 27%
- 60's: 14%
- 70's+: 13%

TOP ZIP CODES

- 17042: 42
- 17073: 3
- 17046: 30
- 17039: 1
- 17038: 8
- 17026: 1
- 17003: 7
- 17545: 1
- 17078: 7
- 17033: 1
TOP AGENCY REFERRALS

Pennsylvania Department of Human Services ................................................................. 26
Salvation Army of Lebanon ..................................................................................... 23
Lebanon County Christian Ministries ................................................................. 21
Eastern Pennsylvania Continuum of Care ............................................................. 18
Lebanon County Community Action Partnership ............................................. 16
Lebanon Rescue Mission ....................................................................................... 7
Mission Church ...................................................................................................... 6
Lebanon County Area Agency on Aging ................................................................. 5
Pennsylvania Housing Finance Agency ................................................................. 5
MidPenn Legal Services ......................................................................................... 5