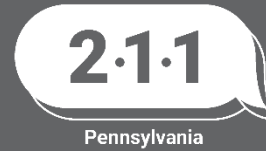


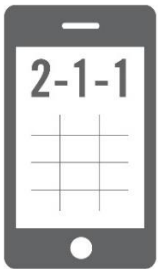


# LEBANON COUNTY MAY 2020 REPORT



“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

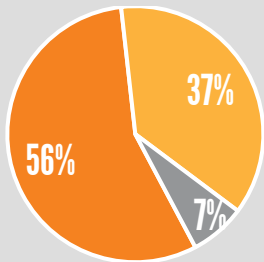
## TOP UNMET NEEDS\*

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

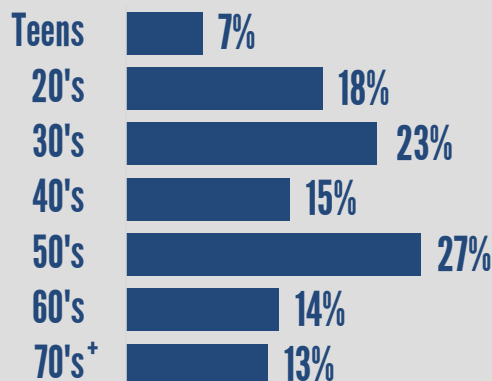
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
■ UNDETERMINED

### AGE



### 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

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