Even though this situation sucks, you were very pleasant to talk to.
- Lehigh County Resident

CONTACT VOLUME

- 488 PHONE CONTACTS
- 212 WEBSITE VISITS
- 30 EMAILS/TEXTS/SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: 169

TOP NEEDS

- 480 HOUSING ASSISTANCE
- 113 FOOD/MEALS
- 53 UTILITY ASSISTANCE
- 24 INCOME SUPPORT/ASSISTANCE
- 18 MENTAL HEALTH/ADDICTIONS

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 (primary reason: coordinated entry not open when call received and shelters full) ............... 54
- Homeless Motel Vouchers ............................................. 14
- Extreme Weather Shelters ............................................. 3
- Disaster Supplies and Equipment .................................. 2
- Heating Fuel Payment Assistance ................................. 2

DEMOGRAPHICS

GENDER

- FEMALE 50%
- MALE 45%
- UNDETERMINED 5%

AGE

- Teens 2%
- 20's 24%
- 30's 31%
- 40's 20%
- 50's 16%
- 60's 5%
- 70's* 2%

TOP ZIP CODES

- 18102 ...... 206
- 18103 ...... 65
- 18109 ...... 61
- 18101 ...... 31
- 18015 ...... 28
- 18104 ...... 26
- 18052 ...... 21

PA 211 EAST • 1910 HARRINGTON DRIVE • LANCASTER, PA 17601 • PHONE: 211 • WEB: PA211EAST.ORG
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