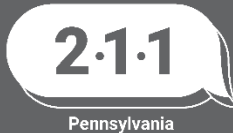




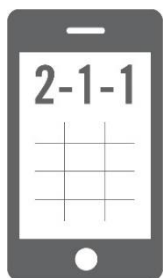
LEHIGH COUNTY APRIL 2020 REPORT



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

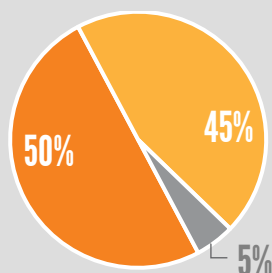
TOP UNMET NEEDS*

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

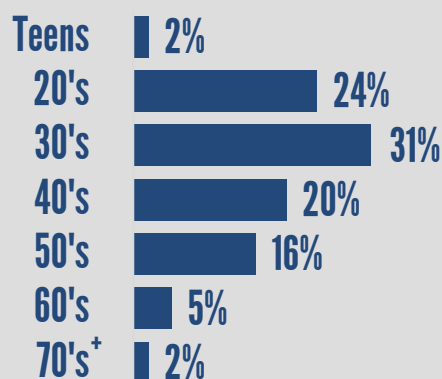
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

18102	206	18017	12
18103	65	18018	10
18109	61	18036	6
18101	31	18049	6
18015	28	18032	5
18104	26	18080	4
18052	21	18037	4

TOP AGENCY REFERRALS

Eastern Pennsylvania Continuum of Care	84
Allentown Rescue Mission	34
Catholic Charities - Lehigh/Northampton Administrative Office.....	28
Pennsylvania Department of Human Services	27
Lehigh Conference of Churches.....	24
Salvation Army - Lehigh Valley Area Services.....	23
New Bethany Ministries	22
Hispanic American Organization	20
Casa Guadalupe Center	19
Casa Jeanette.....	16