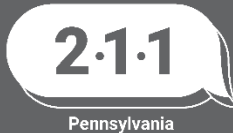


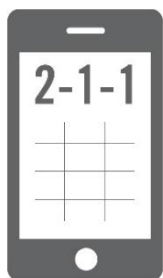


# LEHIGH COUNTY MARCH 2020 REPORT



“ *It's always 1 step forward and 2 steps back, but you made me feel at peace today.* ”  
- 211 caller

## CONTACT VOLUME



**537**  
PHONE  
CONTACTS



**344**  
WEBSITE  
VISITS



**25**  
EMAILS/TEXTS/  
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **129**

## TOP NEEDS



**402**  
HOUSING  
ASSISTANCE



**75**  
FOOD/  
MEALS



**61**  
UTILITY  
ASSISTANCE



**31**  
INCOME SUPPORT/  
ASSISTANCE



**28**  
DISASTER  
SERVICES

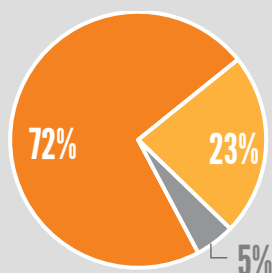
## TOP UNMET NEEDS\*

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.

<b>Shelters/Transitional Housing</b> (primary reason: coordinated entry not open when call received and shelters full) .....	<b>52</b>
<b>Rent Payment Assistance</b> .....	<b>7</b>
<b>General Relief</b> .....	<b>6</b>
<b>Undesignated Temporary Financial Assistance</b> .....	<b>4</b>
<b>Homeless Motel Vouchers</b> .....	<b>4</b>

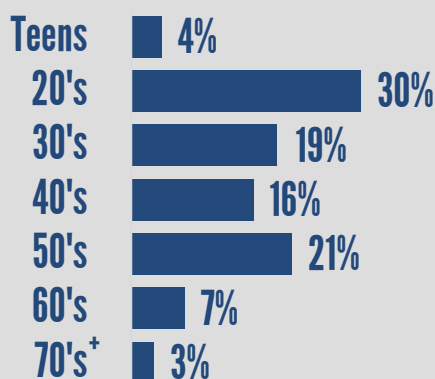
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
■ UNDETERMINED

### AGE



### TOP ZIP CODES

<b>18102</b> .....	<b>213</b>	<b>18015</b> .....	<b>18</b>
<b>18103</b> .....	<b>66</b>	<b>18017</b> .....	<b>10</b>
<b>18109</b> .....	<b>59</b>	<b>18049</b> .....	<b>10</b>
<b>18104</b> .....	<b>41</b>	<b>18032</b> .....	<b>8</b>
<b>18101</b> .....	<b>39</b>	<b>18037</b> .....	<b>7</b>
<b>18052</b> .....	<b>24</b>	<b>18062</b> .....	<b>7</b>
<b>18018</b> .....	<b>23</b>	<b>18031</b> .....	<b>4</b>

# TOP AGENCY REFERRALS

<b>Eastern Pennsylvania Continuum of Care .....</b>	<b>161</b>
<b>Pennsylvania Department of Human Services .....</b>	<b>80</b>
<b>Catholic Charities - Lehigh/Northampton Administrative Office.....</b>	<b>80</b>
<b>Hispanic American Organization .....</b>	<b>62</b>
<b>New Bethany Ministries .....</b>	<b>60</b>
<b>Lehigh Conference of Churches.....</b>	<b>52</b>
<b>Salvation Army - Lehigh Valley Area Services.....</b>	<b>41</b>
<b>Community Action Committee of the Lehigh Valley .....</b>	<b>35</b>
<b>Pennsylvania Housing Finance Agency .....</b>	<b>32</b>
<b>Allentown Area Ecumenical Food Bank.....</b>	<b>31</b>