



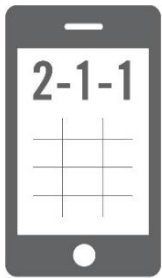
LEHIGH COUNTY MAY 2020 REPORT



You have been the light of my day.
- 211 Caller



CONTACT VOLUME



379
PHONE
CONTACTS



182
WEBSITE
VISITS



18
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **116**

TOP NEEDS



400
HOUSING
ASSISTANCE



67
FOOD/
MEALS



63
UTILITY
ASSISTANCE



21
MENTAL HEALTH/
ADDICTIONS



18
INCOME SUPPORT/
ASSISTANCE

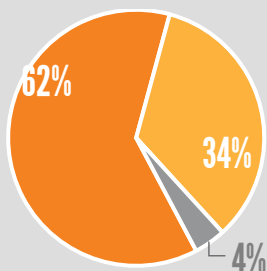
TOP UNMET NEEDS*

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)	51
Rent Payment Assistance	4
Homeless Motel Vouchers	3
Automobile Payment Assistance	2
Medical Care Expense Assistance	1

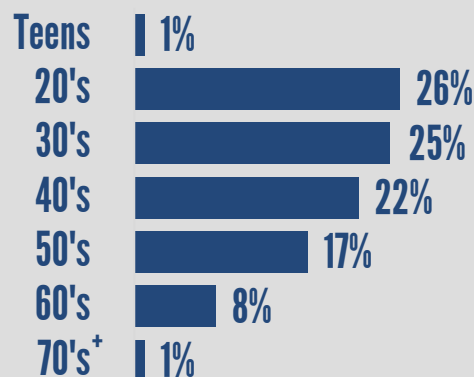
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

18102.....	165	18017.....	7
18103.....	51	18105.....	6
18101.....	44	18018.....	6
18109.....	39	18080.....	5
18052.....	18	18106.....	5
18104.....	17	18049.....	4
18015.....	10	18032.....	3

TOP AGENCY REFERRALS

Eastern Pennsylvania Continuum of Care	122
Pennsylvania Department of Human Services	80
Catholic Charities - Lehigh/Northampton Administrative Office	75
New Bethany Ministries	64
Salvation Army - Lehigh Valley Area Services	60
Hispanic American Organization	59
Lehigh Conference of Churches	57
Pennsylvania Housing Finance Agency	37
Casa Guadalupe Center	31
Allentown Rescue Mission	28