



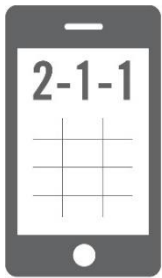
NORTHAMPTON COUNTY APRIL 2020 REPORT



You're an angel. I'm so glad I called and talked to you. Thank you!
- Northampton County Resident



CONTACT VOLUME



297
PHONE
CONTACTS



74
WEBSITE
VISITS



23
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **111**

TOP NEEDS



243
HOUSING
ASSISTANCE



68
UTILITY
ASSISTANCE



49
FOOD/
MEALS



15
LEGAL/CONSUMER/
PUBLIC SAFETY



13
HEALTH
CARE

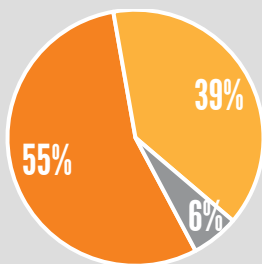
TOP UNMET NEEDS

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)..... | 30 |
| Homeless Motel Vouchers | 7 |
| Electric Service Payment Assistance..... | 4 |
| Rent Payment Assistance | 3 |

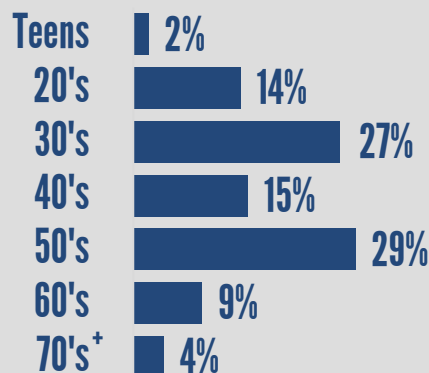
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

| | | | |
|------------|----|------------|---|
| 18042..... | 85 | 18020..... | 9 |
| 18015..... | 54 | 18013..... | 9 |
| 18017..... | 40 | 18055..... | 8 |
| 18018..... | 26 | 18040..... | 7 |
| 18045..... | 23 | 18014..... | 6 |
| 18067..... | 14 | 18343..... | 4 |
| 18064..... | 11 | 18072..... | 4 |

TOP AGENCY REFERRALS

| | |
|--|-----------|
| Eastern Pennsylvania Continuum of Care | 48 |
| New Bethany Ministries | 22 |
| Pennsylvania Department of Human Services | 22 |
| Easton Area Neighborhood Centers | 19 |
| Casa Guadalupe Center | 17 |
| Salvation Army - Lehigh Valley Area Services | 16 |
| Catholic Charities - Lehigh/Northampton Administrative Office | 14 |
| Hispanic American Organization | 13 |
| Pennsylvania Housing Finance Agency | 8 |
| First Energy | 8 |