



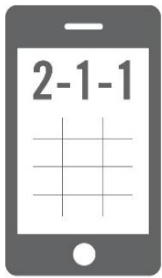
NORTHAMPTON COUNTY MARCH 2020 REPORT



You made what should be an unpleasant call very pleasant. I couldn't have asked for a better person to talk to today. - Northampton County Resident



CONTACT VOLUME



328
PHONE
CONTACTS



202
WEBSITE
VISITS



30
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **83**

TOP NEEDS



235
HOUSING
ASSISTANCE



68
UTILITY
ASSISTANCE



50
FOOD/
MEALS



20
HEALTH
CARE



20
LEGAL/CONSUMER/
PUBLIC SAFETY

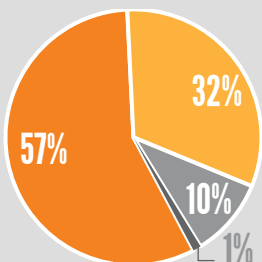
TOP UNMET NEEDS

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).....	25
Temporary Financial Assistance	2
Rent Payment Assistance	2
Homeless Motel Vouchers	2

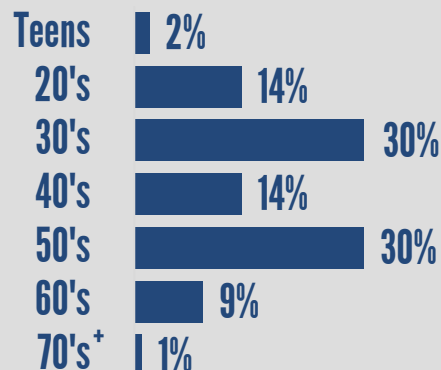
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED ■ GENDER NON-CONFORMING

AGE



TOP ZIP CODES

18042.....	72	18064.....	16
18015.....	53	18067.....	15
18017.....	46	18020.....	13
18013.....	27	18072.....	11
18018.....	20	18055.....	11
18045.....	19	18088.....	6
18014.....	17	18091.....	6

TOP AGENCY REFERRALS

New Bethany Ministries	78
Eastern Pennsylvania Continuum of Care	78
Pennsylvania Department of Human Services	68
Easton Area Neighborhood Centers	55
Catholic Charities - Lehigh/Northampton Administrative Office	41
Hispanic American Organization	35
Community Action Committee of the Lehigh Valley	28
Salvation Army - Lehigh Valley Area Services	27
Casa Guadalupe Center	26
ProJeCt of Easton	21