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

- 57% FEMALE
- 32% MALE
- 1% UNDETERMINED
- 9% GENDER NON-CONFORMING

AGE

- Teens 2%
- 20's 14%
- 30's 30%
- 40's 14%
- 50's 30%
- 60's 9%
- 70's 1%

TOP ZIP CODES

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

PA 211 EAST • 1910 HARRINGTON DRIVE • LANCASTER, PA 17601 • PHONE: 211 • WEB: PA211EAST.ORG
## TOP AGENCY REFERRALS

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