



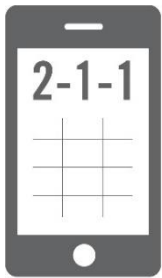
NORTHAMPTON COUNTY MAY 2020 REPORT



Thank you for your kindness and all you are doing to help.
- 211 Caller



CONTACT VOLUME



218
PHONE
CONTACTS



81
WEBSITE
VISITS



7
EMAILS/TEXTS/
SOCIAL MEDIA

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

TOP NEEDS



220
HOUSING
ASSISTANCE



35
UTILITY
ASSISTANCE



28
FOOD/
MEALS



15
MENTAL HEALTH/
ADDICTIONS



13
LEGAL/CONSUMER/
PUBLIC HEALTH

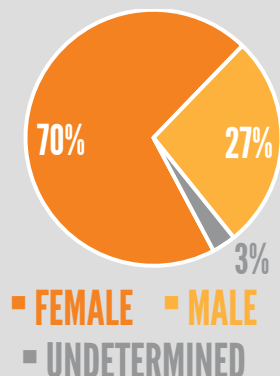
TOP UNMET NEEDS

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.

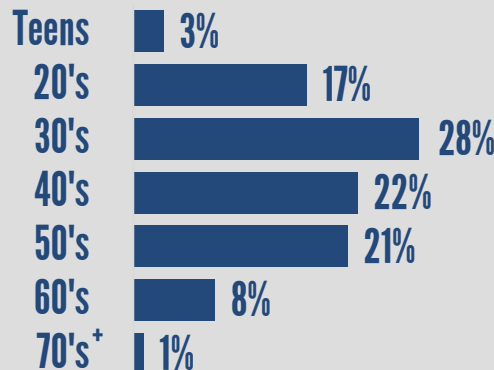
- Shelters/Transitional Housing (primary reason: coordinated entry not open when call received and shelters full)..... 28
- Homeless Motel Vouchers 5
- Domestic Violence Services (primary reason: refused) 4
- Electric Service Payment Assistance..... 3

DEMOGRAPHICS

GENDER



AGE



TOP ZIP CODES

| | | | |
|-------|----|-------|----|
| 18042 | 52 | 18014 | 11 |
| 18015 | 32 | 18040 | 8 |
| 18017 | 31 | 18013 | 6 |
| 18018 | 18 | 18064 | 5 |
| 18020 | 17 | 18072 | 4 |
| 18067 | 16 | 18088 | 4 |
| 18045 | 11 | 18055 | 3 |

TOP AGENCY REFERRALS

| | |
|---|-----------|
| Eastern Pennsylvania Continuum of Care | 66 |
| New Bethany Ministries | 52 |
| Pennsylvania Department of Human Services | 42 |
| Catholic Charities - Lehigh/Northampton Administrative Office..... | 37 |
| Easton Area Neighborhood Centers | 37 |
| Hispanic American Organization | 36 |
| Pennsylvania Housing Finance Agency | 28 |
| Salvation Army - Lehigh Valley Area Services..... | 18 |
| Turning Point of Lehigh Valley | 16 |
| ProJeCt of Easton | 13 |