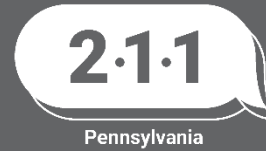


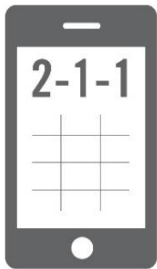


LEBANON COUNTY ANNUAL 2020 REPORT



“You are the nicest person I have ever talked to; I work at a call center and you might even be nicer than me. Thank you so much for your help and understanding.” – Lebanon County Resident

CONTACT VOLUME



1,021
PHONE CONTACTS



1,605
WEBSITE SEARCHES



50
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **261**

TOP NEEDS



652
HOUSING ASSISTANCE



336
UTILITY ASSISTANCE



214
FOOD/ MEALS



131
INCOME SUPPORT/
ASSISTANCE



87
HEALTH CARE

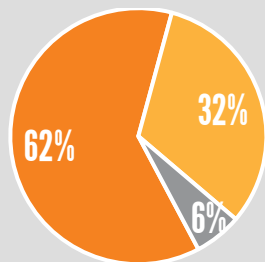
TOP UNMET NEEDS*

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	35
Rent Payment Assistance.....	11
Automotive Repair and Maintenance.....	6
VITA Programs.....	6
Electric Service Payment Assistance	6

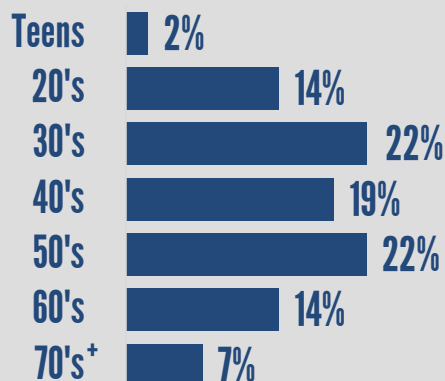
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17042.....	363	17073.....	17
17046.....	358	17026.....	16
17078.....	106	17028.....	7
17038.....	59	17087.....	6
17003.....	56	17041.....	6
17067.....	41	17033.....	5

TOP AGENCY REFERRALS

Pennsylvania Department of Human Services.....	337
Lebanon County Christian Ministries.....	299
Salvation Army of Lebanon.....	274
Lebanon County Community Action Partnership	232
Eastern Pennsylvania Continuum of Care.....	129
Pennsylvania Housing Finance Agency.....	93
First Energy	56
Lebanon Rescue Mission.....	43
MidPenn Legal Services.....	42
Lebanon County Area Agency on Aging	32