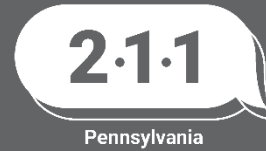




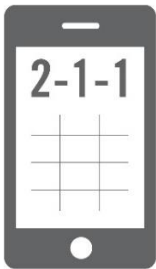
# LEBANON COUNTY REPORT JANUARY-MARCH 2021



*Oh, you're awesome. God love you! Without resources like this, we wouldn't have anything. You're so heartfelt!"* - Lebanon County Resident



## CONTACT VOLUME



**236**  
PHONE  
CONTACTS



**533**  
WEBSITE  
VISITS



**11**  
EMAILS/TEXTS/  
SOCIAL MEDIA

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

## TOP NEEDS



**190**  
HOUSING  
ASSISTANCE



**64**  
UTILITY  
ASSISTANCE



**58**  
INCOME SUPPORT/  
ASSISTANCE



**29**  
HEALTH  
CARE



**25**  
FOOD/  
MEALS

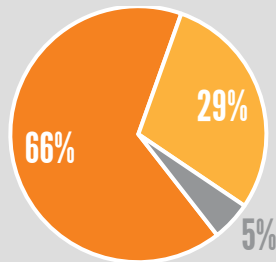
## TOP UNMET NEEDS\*

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 .....	13
VITA Programs .....	3
Vehicle Donation Programs .....	1
Rent Payment Assistance .....	1
Motel Bill Payment Assistance .....	1

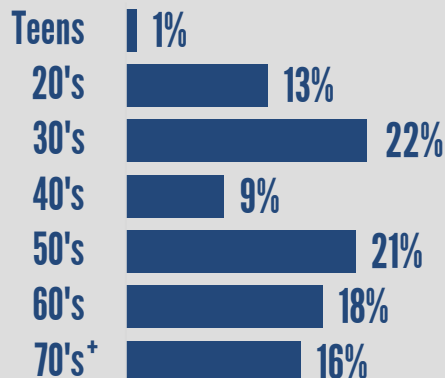
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
■ UNDETERMINED

### AGE



### TOP ZIP CODES

17046 .....	84	17073 .....	7
17042 .....	80	17038 .....	6
17078 .....	24	17517 .....	4
17067 .....	15	17545 .....	3
17003 .....	10	17064 .....	2

# TOP AGENCY REFERRALS

<b>Pennsylvania Department of Human Services.....</b>	<b>90</b>
<b>Lebanon County Community Action Partnership .....</b>	<b>76</b>
<b>Lebanon County Christian Ministries.....</b>	<b>52</b>
<b>Salvation Army of Lebanon.....</b>	<b>49</b>
<b>Eastern Pennsylvania Continuum of Care.....</b>	<b>37</b>
<b>Pennsylvania Department of Health .....</b>	<b>20</b>
<b>Pennsylvania Housing Finance Agency.....</b>	<b>17</b>
<b>First Energy .....</b>	<b>12</b>
<b>MidPenn Legal Services.....</b>	<b>12</b>
<b>Lebanon Rescue Mission.....</b>	<b>10</b>