



NORTHAMPTON COUNTY SEMI-ANNUAL REPORT

January 1, 2021-June 30, 2021

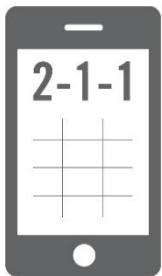


Thank you so much. You have lifted a burden from me, and I am so grateful.

- Northampton County Resident



CONTACT VOLUME



1,408
PHONE CONTACTS



2,852
WEBSITE SEARCHES



91
EMAIL/TEXT/
CHAT/SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **279**

TOP NEEDS



1,944
HOUSING ASSISTANCE



338
UTILITY ASSISTANCE



144
INDIVIDUAL/FAMILY/
COMMUNITY SUPPORT



139
FOOD/
MEALS



132
INCOME SUPPORT/
ASSISTANCE

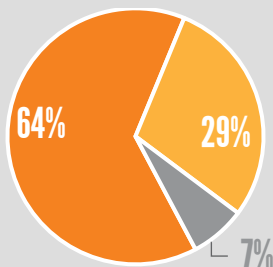
TOP UNMET NEEDS

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).....	128
Homeless Motel Vouchers	18
Electric Service Payment Assistance	16
Rent Payment Assistance	12

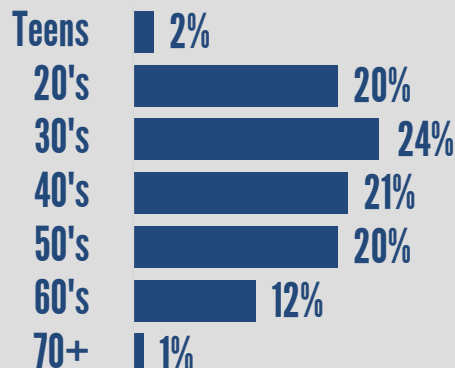
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE ■ UNDETERMINED

AGE



TOP ZIP CODES

18042.....	511	18045.....	56
18015.....	217	18014.....	41
18018.....	122	18064.....	35
18017.....	104	18091.....	30
18020.....	64	18343.....	23
18013.....	62	18040.....	23
18067.....	57	18072.....	22

TOP AGENCY REFERRALS

Eastern Pennsylvania Continuum of Care	511
Pennsylvania Department of Human Services	460
New Bethany Ministries	450
Easton Area Neighborhood Centers	263
Catholic Charities - Lehigh/Northampton Administrative Office.....	225
Hispanic American Organization.....	205
Pennsylvania Housing Finance Agency	186
Salvation Army - Lehigh Valley Area Services	122
ProJeCt of Easton	121
Community Action Committee of the Lehigh Valley	119