



# NORTHAMPTON COUNTY SEMI-ANNUAL REPORT

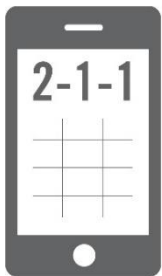
July 1, 2020-December 31, 2020



*If everybody was like you, I would have tackled this problem already... the help that you are giving, you made it plentiful.* - Northampton County Resident



## CONTACT VOLUME



**1,513**  
PHONE CONTACTS



**2,606**  
WEBSITE SEARCHES



**37**  
EMAIL/TEXT/  
CHAT/SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **313**

## TOP NEEDS



**2,009**  
HOUSING ASSISTANCE



**411**  
FOOD/ MEALS



**304**  
UTILITY ASSISTANCE



**259**  
INDIVIDUAL/FAMILY/  
COMMUNITY SUPPORT



**176**  
INCOME SUPPORT/  
ASSISTANCE

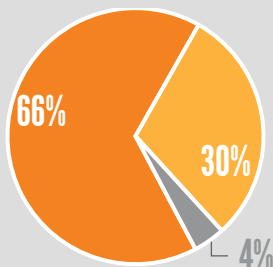
## TOP UNMET NEEDS

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.

<b>Shelters/Transitional Housing</b> (primary reason: coordinated entry not open when call received and shelters full).....	<b>173</b>
<b>Electric Service Payment Assistance</b> .....	<b>6</b>
<b>Rent Payment Assistance</b> .....	<b>5</b>
<b>Motel Bill Payment Assistance</b> .....	<b>5</b>

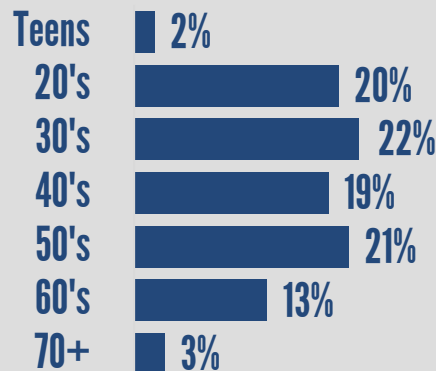
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE ■ UNDETERMINED

### AGE



### TOP ZIP CODES

<b>18042</b> .....	<b>430</b>	<b>18045</b> .....	<b>53</b>
<b>18015</b> .....	<b>269</b>	<b>18014</b> .....	<b>53</b>
<b>18017</b> .....	<b>169</b>	<b>18064</b> .....	<b>41</b>
<b>18018</b> .....	<b>98</b>	<b>18055</b> .....	<b>25</b>
<b>18067</b> .....	<b>76</b>	<b>18072</b> .....	<b>24</b>
<b>18020</b> .....	<b>67</b>	<b>18091</b> .....	<b>24</b>
<b>18013</b> .....	<b>63</b>	<b>18040</b> .....	<b>23</b>

# TOP AGENCY REFERRALS

<b>Pennsylvania Department of Human Services .....</b>	<b>618</b>
<b>Eastern Pennsylvania Continuum of Care .....</b>	<b>541</b>
<b>New Bethany Ministries .....</b>	<b>512</b>
<b>Hispanic American Organization .....</b>	<b>345</b>
<b>Easton Area Neighborhood Centers .....</b>	<b>287</b>
<b>Salvation Army - Lehigh Valley Area Services .....</b>	<b>276</b>
<b>Catholic Charities - Lehigh/Northampton Administrative Office .....</b>	<b>273</b>
<b>Pennsylvania Housing Finance Agency .....</b>	<b>238</b>
<b>Safe Harbor Easton .....</b>	<b>119</b>
<b>Community Action Committee of the Lehigh Valley .....</b>	<b>108</b>