



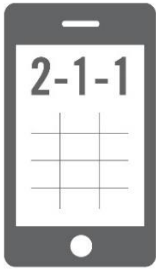
LEBANON COUNTY REPORT APRIL-JUNE 2021



Thank you, thank you, thank you!! You have made me feel so much better today.
- 211 Caller



CONTACT VOLUME



212
PHONE
CONTACTS



612
WEBSITE
VISITS



9
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **52**

TOP NEEDS



136
HOUSING
ASSISTANCE



93
UTILITY
ASSISTANCE



27
LEGAL/CONSUMER/
PUBLIC SAFETY



22
INCOME SUPPORT/
ASSISTANCE



20
FOOD/
MEALS

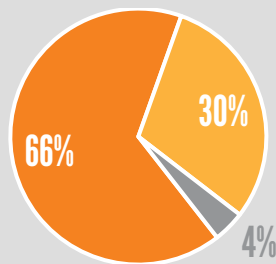
TOP UNMET NEEDS*

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	6
VITA Programs	3
Rent Payment Assistance.....	2
Electric Service Payment Assistance	1
General Furniture Provision	1

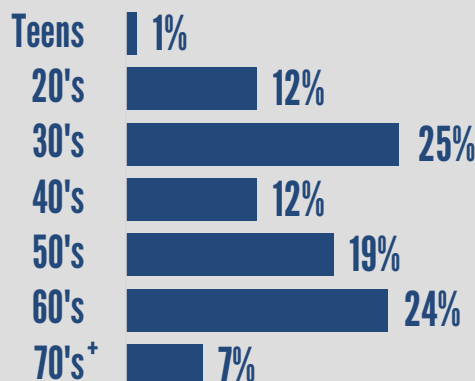
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17042	86	17038	10
17046	78	17545	3
17078	14	17026	2
17003	12	17028	1
17067	11	17033	1

TOP AGENCY REFERRALS

Lebanon County Community Action Partnership	152
Pennsylvania Department of Human Services.....	120
Salvation Army of Lebanon.....	113
Lebanon County Christian Ministries	94
Eastern Pennsylvania Continuum of Care.....	57
Pennsylvania Housing Finance Agency.....	38
First Energy	29
MidPenn Legal Services.....	25
Pennsylvania Department of Health	21
Lebanon Rescue Mission	15