

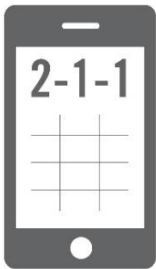


LEBANON COUNTY REPORT JULY-SEPTEMBER 2021



“ Thank you so much. Just, thank you. I hope you know how truly much this means to me. ”
- 211 Caller

CONTACT VOLUME



326
PHONE
CONTACTS



903
WEBSITE
VISITS



15
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **53**

TOP NEEDS



203
HOUSING
ASSISTANCE



142
UTILITY
ASSISTANCE



26
FOOD/
MEALS



24
LEGAL/CONSUMER/
PUBLIC SAFETY



22
MENTAL HEALTH/
ADDICTIONS

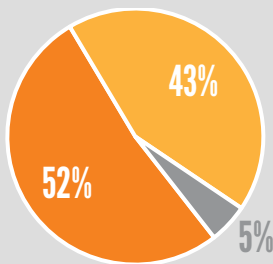
TOP UNMET NEEDS*

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
Rent Payment Assistance.....	3
Motel Bill Payment/Homeless Motel Vouchers	3
Undesignated Temporary Financial Assistance.....	2
General Furniture Provision	1

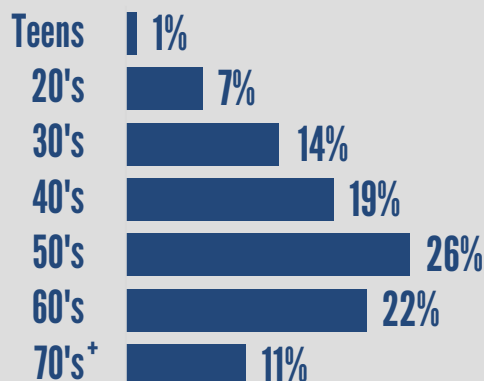
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17042	107	17003.....	11
17046	130	17026.....	7
17078.....	38	17073.....	3
17038	18	17010.....	3
17067.....	18	17087.....	2

TOP AGENCY REFERRALS

Lebanon County Community Action Partnership	97
Salvation Army of Lebanon.....	96
Lebanon County Christian Ministries	57
Pennsylvania Department of Human Services.....	43
Pennsylvania Housing Finance Agency.....	35
First Energy	33
Eastern Pennsylvania Continuum of Care.....	30
Housing Development Corporation MidAtlantic	19
Pennsylvania Public Utility Commission	18
Modest Needs	15