



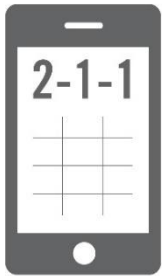
LEHIGH COUNTY SEMI-ANNUAL REPORT

July 1, 2021-December 31, 2021



“ Thank you. You're the first person to help me. Thank you so much. I mean it. Thank you. ”
- Lehigh County Resident

CONTACT VOLUME



2,535
PHONE
CONTACTS



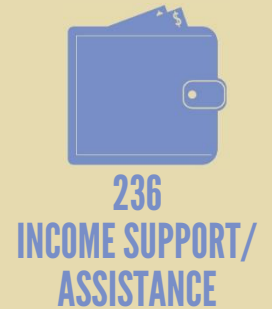
5,361
WEBSITE
SEARCHES



152
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **368**

TOP NEEDS



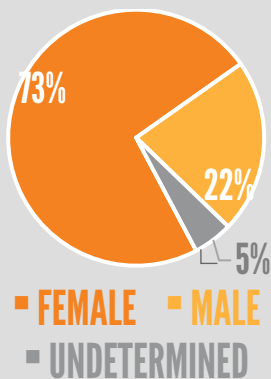
TOP UNMET NEEDS*

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.

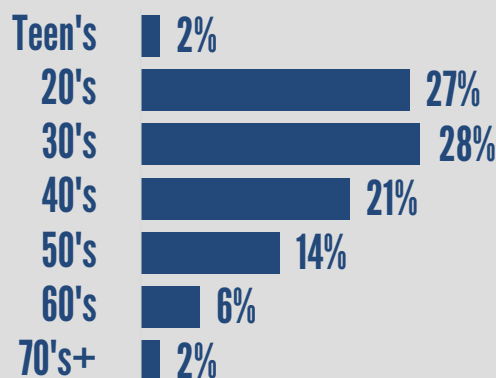
Shelters/Transitional Housing (primary reason: coordinated entry not open when call received and shelters full)	185
Homeless Motel Vouchers/Motel Bill Payment Assistance ...	15
Rent Payment Assistance	11
Holiday Gifts/Toys	8

DEMOGRAPHICS

GENDER



AGE



TOP ZIP CODES

18102.....	1,270	18015.....	70
18103.....	295	18080.....	45
18109.....	176	18049.....	44
18104.....	174	18032.....	42
18101.....	155	18036.....	35
18052.....	98	18037.....	25
18018.....	78	18062.....	22

TOP AGENCY REFERRALS

Catholic Charities - Lehigh/Northampton Administrative Office.....	857
Lehigh Conference of Churches.....	822
Pennsylvania Department of Human Services	776
New Bethany Ministries	721
Hispanic American Organization.....	678
Salvation Army - Lehigh Valley Area Services.....	459
Pennsylvania Housing Finance Agency	443
Community Action Committee of the Lehigh Valley	356
Casa Guadalupe Center.....	192