



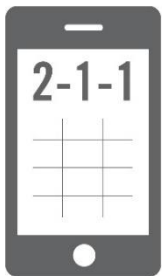
NORTHAMPTON COUNTY ANNUAL REPORT 2021



I want to thank her for taking good care of me! It was nice not to feel judged. I felt so much better after our call. - Call from Northampton County Resident about a Specialist



CONTACT VOLUME



3,101
PHONE CONTACTS



8,018
WEBSITE SEARCHES



227
EMAIL/TEXT/
CHAT/SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **578**

TOP NEEDS



4,658
HOUSING ASSISTANCE



745
UTILITY ASSISTANCE



376
INDIVIDUAL/FAMILY/
COMMUNITY SUPPORT



296
FOOD/
MEALS



286
INCOME SUPPORT/
ASSISTANCE

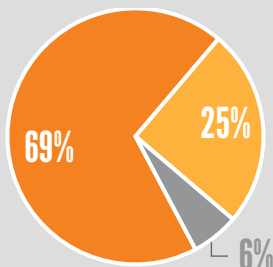
TOP UNMET NEEDS

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).....	250
Homeless Motel Vouchers/Motel Bill Payment Assistance	29
Electric Service Payment Assistance	25
Rent Payment Assistance	20

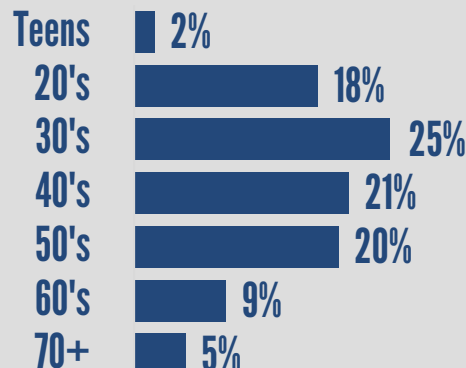
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE ■ UNDETERMINED

AGE



TOP ZIP CODES

18042	1,032	18067	123
18015	526	18064	103
18017	314	18014	97
18018	259	18072	71
18013	149	18091	62
18045	140	18088	48
18020	136	18055	47

TOP AGENCY REFERRALS

Eastern Pennsylvania Continuum of Care	1207
New Bethany Ministries	1126
Pennsylvania Department of Human Services	918
Easton Area Neighborhood Centers	619
Hispanic American Organization.....	502
Catholic Charities - Lehigh/Northampton Administrative Office.....	481
Third Street Alliance for Women and Children.....	468
Pennsylvania Housing Finance Agency	463
ProJeCt of Easton	325
Salvation Army - Lehigh Valley Area Services.....	311