



NORTHAMPTON COUNTY SEMI-ANNUAL REPORT

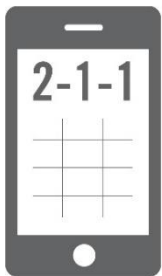
July 1, 2021-December 31, 2021



You are so kind...I have called a lot of places and I just haven't gotten that before. Thank you so much for your kindness, it is life-changing. - Northampton County Resident



CONTACT VOLUME



1,693
PHONE CONTACTS



5,166
WEBSITE SEARCHES



136
EMAIL/TEXT/
CHAT/SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **299**

TOP NEEDS



2,714
HOUSING ASSISTANCE



406
UTILITY ASSISTANCE



232
INDIVIDUAL/FAMILY/
COMMUNITY SUPPORT



157
FOOD/
MEALS



154
INCOME SUPPORT/
ASSISTANCE

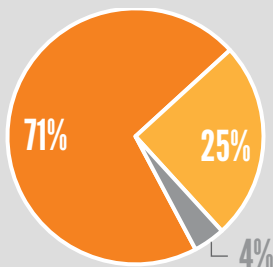
TOP UNMET NEEDS

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).....	135
Homeless Motel Vouchers/Motel Bill Payment Assistance...	18
Water Service Payment Assistance	7
Rental Deposit Assistance	6

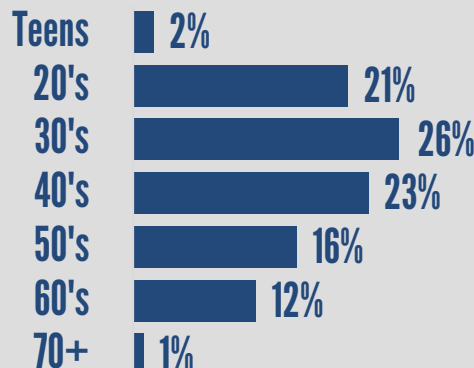
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE ■ UNDETERMINED

AGE



TOP ZIP CODES

18042	521	18064	68
18015	309	18067	66
18017	210	18014	56
18018	137	18072	49
18013	87	18091	32
18045	84	18055	28
18020	72	18088	28

TOP AGENCY REFERRALS

Eastern Pennsylvania Continuum of Care	696
New Bethany Ministries	676
Pennsylvania Department of Human Services	458
Easton Area Neighborhood Centers	356
Third Street Alliance for Women and Children	353
Hispanic American Organization	297
Pennsylvania Housing Finance Agency	277
Catholic Charities - Lehigh/Northampton Administrative Office	256
ProJeCt of Easton.....	204
Salvation Army - Lehigh Valley Area Services	189