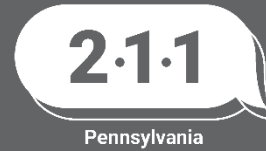


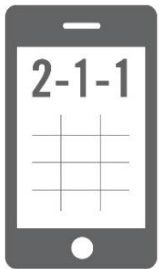


LEBANON COUNTY REPORT ANNUAL REPORT 2021



“ If I need any other resources and I call 211 again, am I able to speak with you again... you are so kind. - 211 Caller ”

CONTACT VOLUME



1,001
PHONE
CONTACTS



3,250
WEBSITE
SEARCHES



53
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **219**

TOP NEEDS



699
HOUSING
ASSISTANCE



369
UTILITY
ASSISTANCE



124
INCOME SUPPORT/
ASSISTANCE



102
FOOD/
MEALS



83
LEGAL/CONSUMER/
PUBLIC SAFETY

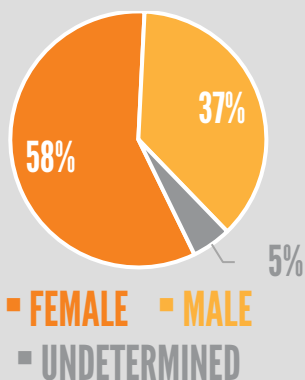
TOP UNMET NEEDS*

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.

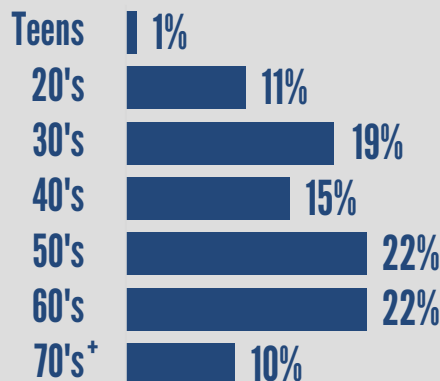
Shelters/Transitional Housing.....	34
Rent Payment Assistance	6
Homeless Motel Vouchers/Motel Bill Payment.....	6
VITA Programs	6
General Legal Aid.....	3

DEMOGRAPHICS

GENDER



AGE



TOP ZIP CODES

17046	378	17038	43
17042	350	17026	22
17078	105	17073	14
17067	54	17010	8
17003	45	17087	5

TOP AGENCY REFERRALS

Lebanon County Community Action Partnership	322
Salvation Army of Lebanon.....	258
Pennsylvania Department of Human Services.....	226
Lebanon County Christian Ministries	215
Eastern Pennsylvania Continuum of Care.....	124
Pennsylvania Housing Finance Agency.....	88
First Energy	73
Housing Development Corporation MidAtlantic	44
Lebanon Rescue Mission	41
MidPenn Legal Services.....	40