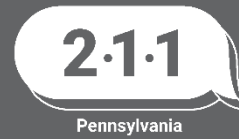




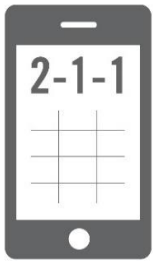
LEHIGH COUNTY ANNUAL 2020 REPORT



It was nice to not think about my problems for 20 minutes...thank you for talking to me. – Lehigh County Resident



CONTACT VOLUME



4,808
PHONE
CONTACTS



4,513
WEBSITE
SEARCHES



213
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **965**

TOP NEEDS



6,001
HOUSING
ASSISTANCE



1,140
FOOD/
MEALS



718
INDIVIDUAL/FAMILY/
COMMUNITY SUPPORT



665
UTILITY
ASSISTANCE



497
INCOME SUPPORT/
ASSISTANCE

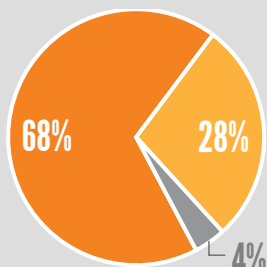
TOP UNMET NEEDS*

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)	502
Homeless Motel Vouchers	34
Rent Payment Assistance	32
Undesignated Temporary Financial Assistance	13
Motel Bill Payment Assistance	11

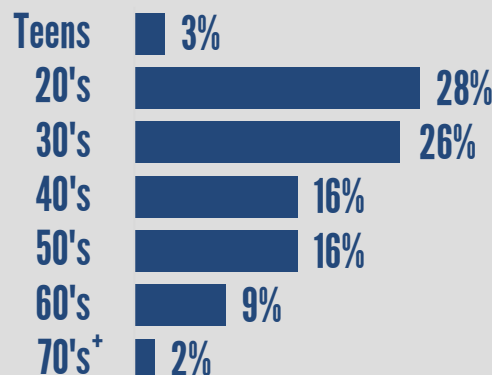
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

18102	2,178	18018	148
18103	586	18017	90
18109	372	18049	72
18101	362	18080	60
18104	293	18036	59
18052	203	18106	56
18015	166	18032	52

TOP AGENCY REFERRALS

Eastern Pennsylvania Continuum of Care	1,806
Pennsylvania Department of Human Services	1,544
Hispanic American Organization	1,119
Lehigh Conference of Churches	1,029
New Bethany Ministries	1,027
Catholic Charities - Lehigh/Northampton Administrative Office	1,002
Salvation Army - Lehigh Valley Area Services	852
Pennsylvania Housing Finance Agency	594
Community Action Committee of the Lehigh Valley	341
Casa Guadalupe Center	264