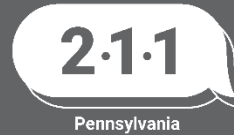




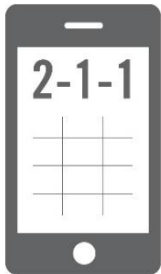
LEHIGH COUNTY ANNUAL REPORT 2021



I want to thank you so much. You made my day.
- Lehigh County Resident



CONTACT VOLUME



4,477
PHONE CONTACTS



8,593
WEBSITE SEARCHES



308
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **726**

TOP NEEDS



7,390
HOUSING ASSISTANCE



744
UTILITY ASSISTANCE



720
INDIVIDUAL/FAMILY/
COMMUNITY SUPPORT



618
FOOD/
MEALS



455
INCOME SUPPORT/
ASSISTANCE

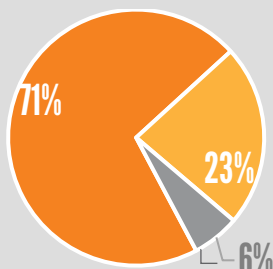
TOP UNMET NEEDS*

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)	364
Homeless Motel Vouchers/Motel Bill Payment Assistance ...	26
Rent Payment Assistance	22
Water Service Payment Assistance	12
Electric Service Payment Assistance	11

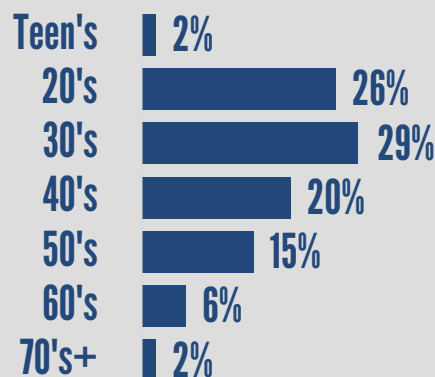
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

18102.....	2,166	18015.....	117
18103.....	549	18080.....	80
18109.....	372	18049.....	79
18104.....	290	18032.....	76
18101.....	289	18036.....	60
18052.....	173	18106.....	43
18018.....	146	18062.....	42

TOP AGENCY REFERRALS

Eastern Pennsylvania Continuum of Care	1,984
Pennsylvania Department of Human Services	1,518
Catholic Charities - Lehigh/Northampton Administrative Office.....	1,394
New Bethany Ministries	1,334
Lehigh Conference of Churches.....	1,280
Hispanic American Organization.....	1,161
Pennsylvania Housing Finance Agency	740
Salvation Army - Lehigh Valley Area Services.....	734
Community Action Committee of the Lehigh Valley	573
Casa Guadalupe Center.....	313