



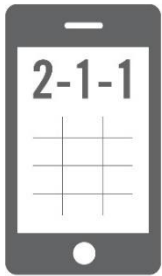
# LEHIGH COUNTY SEMI-ANNUAL REPORT

January 1, 2021-June 30, 2021



“ You helped me so much, I could cry - I wish I could hug you! You made my whole morning.”  
- Lehigh County Resident

## CONTACT VOLUME



**1,939**  
PHONE  
CONTACTS



**3,232**  
WEBSITE  
SEARCHES



**158**  
EMAILS/TEXTS/  
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **358**

## TOP NEEDS



**3,034**  
HOUSING  
ASSISTANCE



**313**  
UTILITY  
ASSISTANCE



**259**  
FOOD/  
MEALS



**220**  
INDIVIDUAL/FAMILY/  
COMMUNITY SUPPORT



**218**  
INCOME SUPPORT/  
ASSISTANCE

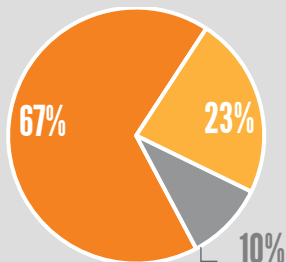
## TOP UNMET NEEDS\*

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) .....	183
Rent Payment Assistance .....	11
Homeless Motel Vouchers/Motel Bill Payment Assistance ...	11
Water Service Payment Assistance .....	6
Electric Service Payment Assistance .....	6

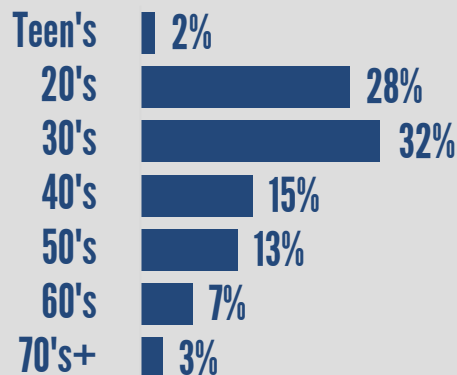
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
■ UNDETERMINED

### AGE



### TOP ZIP CODES

18102.....	896	18015.....	47
18103.....	254	18049.....	35
18109.....	196	18080.....	35
18101.....	134	18032.....	34
18104.....	116	18036.....	25
18052.....	75	18105.....	22
18018.....	68	18106.....	22

# TOP AGENCY REFERRALS

<b>Eastern Pennsylvania Continuum of Care .....</b>	<b>779</b>
<b>Pennsylvania Department of Human Services .....</b>	<b>743</b>
<b>New Bethany Ministries .....</b>	<b>613</b>
<b>Catholic Charities - Lehigh/Northampton Administrative Office.....</b>	<b>537</b>
<b>Hispanic American Organization.....</b>	<b>483</b>
<b>Lehigh Conference of Churches.....</b>	<b>458</b>
<b>Pennsylvania Housing Finance Agency .....</b>	<b>297</b>
<b>Salvation Army - Lehigh Valley Area Services.....</b>	<b>275</b>
<b>Community Action Committee of the Lehigh Valley .....</b>	<b>217</b>
<b>Casa Guadalupe Center.....</b>	<b>121</b>