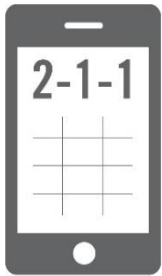




You are the nicest person I have ever spoken with and you are perfect for your job.
 - Lehigh County Resident



CONTACT VOLUME



2,306
PHONE
CONTACTS



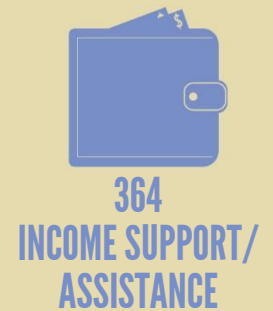
3,291
WEBSITE
SEARCHES



99
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **456**

TOP NEEDS



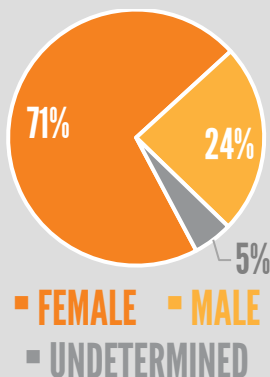
TOP UNMET NEEDS*

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.

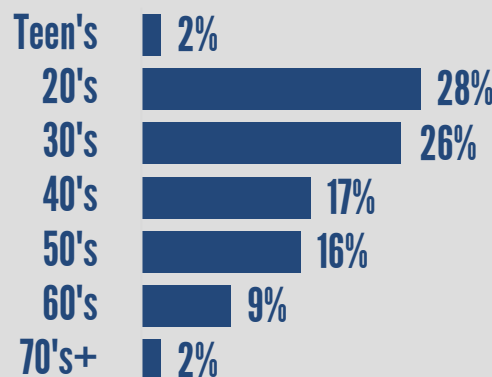
Shelters/Transitional Housing (primary reason: coordinated entry not open when call received and shelters full)	234
Homeless Motel Vouchers/Motel Bill Payment Assistance ...	16
Rent Payment Assistance	14
Undesignated Temporary Financial Assistance	8
Gas Money	6

DEMOGRAPHICS

GENDER



AGE



TOP ZIP CODES

18102	1,081	18018	70
18103	274	18036	39
18101	166	18049	35
18109	151	18062	30
18104	148	18080	27
18052	107	18032	24
18015	77	18106	23

TOP AGENCY REFERRALS

Pennsylvania Department of Human Services	1,098
Eastern Pennsylvania Continuum of Care	938
Hispanic American Organization	784
Lehigh Conference of Churches	738
New Bethany Ministries	701
Catholic Charities - Lehigh/Northampton Administrative Office	613
Salvation Army - Lehigh Valley Area Services	552
Pennsylvania Housing Finance Agency	416
Community Action Committee of the Lehigh Valley	186
City Limits Assembly of God	184