

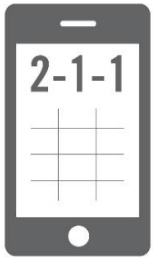


# NORTHAMPTON COUNTY ANNUAL 2020 REPORT



“ If everybody was like you, I would have tackled this problem already. You just don't know how blessed I feel to have gotten you on the phone. - Northampton County Resident ”

## CONTACT VOLUME



**3,068**  
PHONE  
CONTACTS



**3,293**  
WEBSITE  
SEARCHES



**148**  
EMAILS/TEXTS/  
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **625**

## TOP NEEDS



**3,268**  
HOUSING  
ASSISTANCE



**623**  
FOOD/  
MEALS



**571**  
UTILITY  
ASSISTANCE



**327**  
INDIVIDUAL/FAMILY/  
COMMUNITY SUPPORT



**253**  
INCOME SUPPORT/  
ASSISTANCE

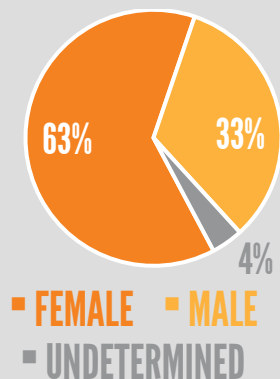
## TOP UNMET NEEDS

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.

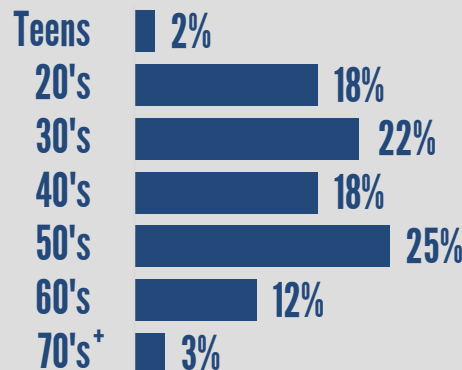
<b>Shelters/Transitional Housing</b> (primary reason: coordinated entry not open when call received and shelters full) .....	<b>307</b>
<b>Electric Service Payment Assistance</b> .....	<b>23</b>
<b>Homeless Motel Vouchers</b> .....	<b>22</b>
<b>Rent Payment Assistance</b> .....	<b>17</b>

## DEMOGRAPHICS

### GENDER



### AGE



### TOP ZIP CODES

18042.....	833	18045.....	125
18015.....	509	18014.....	116
18017.....	398	18064.....	95
18018.....	234	18072.....	53
18067.....	152	18040.....	52
18020.....	136	18055.....	51
18013.....	132	18091.....	45

# TOP AGENCY REFERRALS

Eastern Pennsylvania Continuum of Care .....	977
Pennsylvania Department of Human Services .....	923
New Bethany Ministries .....	826
Hispanic American Organization .....	521
Easton Area Neighborhood Centers .....	512
Catholic Charities - Lehigh/Northampton Administrative Office .....	469
Salvation Army - Lehigh Valley Area Services .....	405
Pennsylvania Housing Finance Agency .....	365
Community Action Committee of the Lehigh Valley .....	191
Safe Harbor Easton .....	182