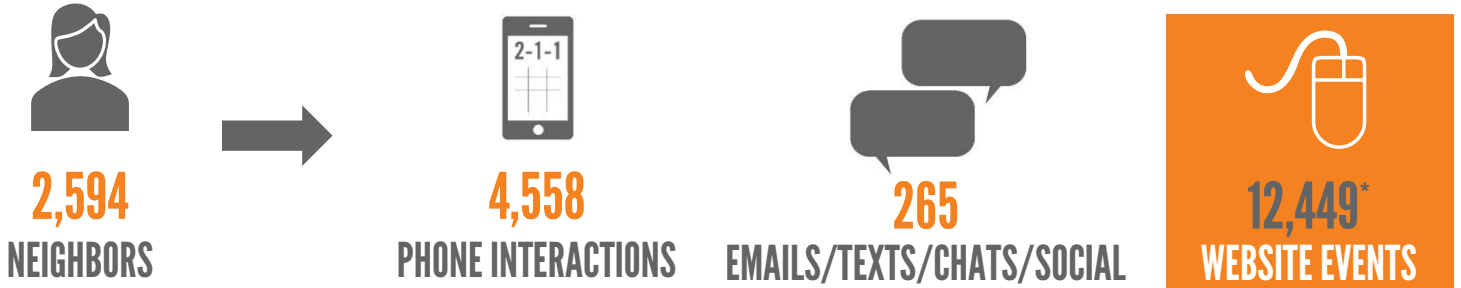


You have me going in the right direction.
- Lehigh County Resident



CONTACT VOLUME



*Website statistics may be a little off due to changes in analytical reporting

TOP NEEDS



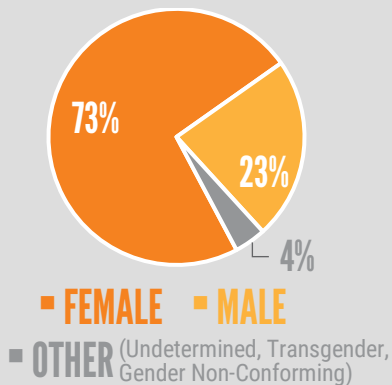
TOP UNMET NEEDS

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.

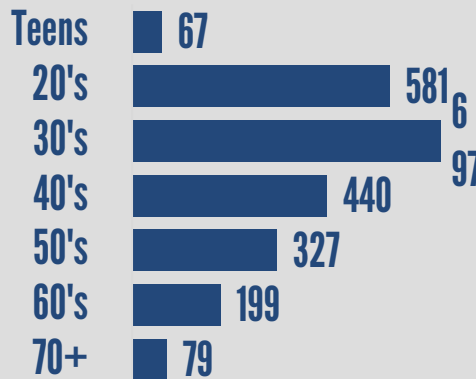
Shelters/Transitional Housing	278
Rent Payment Assistance	72
Homeless Motel Vouchers/Motel Bill Payment	64
Electric Service Payment Assistance	45
Undesignated Temporary Financial Assistance	22

DEMOGRAPHICS

GENDER



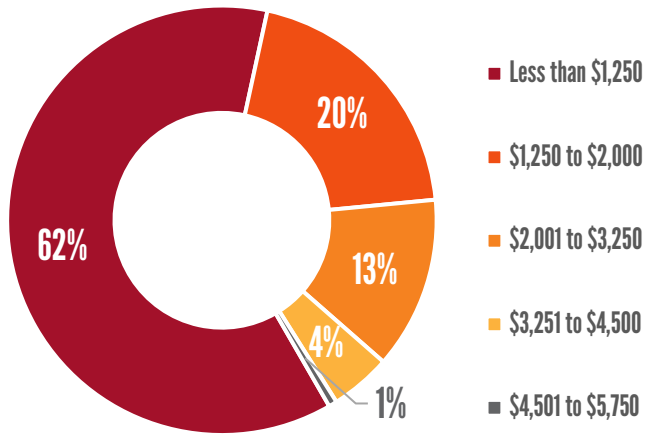
AGE



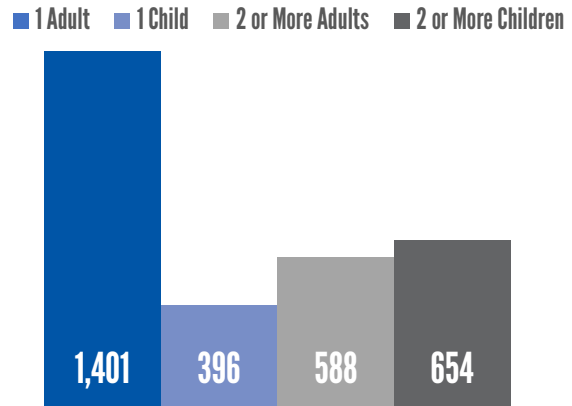
TOP ZIP CODES

18102	1130	18032	49
18103	334	18080	42
18109	202	18049	42
18104	169	18015	30
18101	146	18062	30
18018	131	18031	25
18052	117	18036	21

INCOME REPORT



HOUSEHOLD SIZE REPORT



TOP AGENCY REFERRALS



Eastern Pennsylvania Continuum of Care	1,813
Lehigh Conference of Churches	1,293
New Bethany	976
Pennsylvania Department of Human Services	929
Catholic Charities Diocese of Allentown	885
Pennsylvania Housing Finance Agency	656
Salvation Army	547
Family Promise of Lehigh Valley	475
Community Action Committee of the Lehigh Valley	439
Hispanic American Organization	437

COORDINATED ENTRY INTAKE

211 is a centralized intake partner for housing and homelessness services in Lehigh County through the Eastern Continuum of Care. Callers are screened for eligibility/referral to services. The number of intakes per month by 211 Intake Specialists are reflected below.

