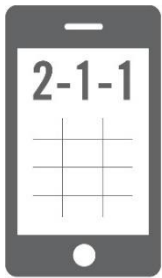




Eres tan amable, muchas gracias. (You are very kind, thank you so much.)
 - Lehigh County resident



CONTACT VOLUME



1,069
PHONE
CONTACTS
 1ST Q: 1,272
 2ND Q: 1,243



690
WEBSITE
VISITS
 1ST Q: 482
 2ND Q: 736



26
EMAILS/TEXTS/
SOCIAL MEDIA
 1ST Q: 32
 2ND Q: 44

TOP NEEDS



1,121
HOUSING
ASSISTANCE



81
UTILITY
ASSISTANCE



70
MENTAL HEALTH/
ADDICTIONS



59
INDIVIDUAL/FAMILY
COMMUNITY SUPPORT



49
LEGAL/CONSUMER
/PUBLIC SAFETY

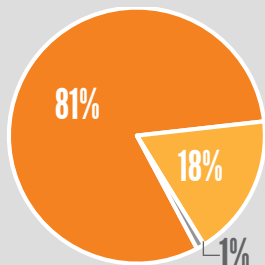
TOP UNMET NEEDS*

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 2-1-1 specialist explores other resources and services that may be of assistance.

Shelters/Transitional Housing	156
Cold Weather Shelters	9
Electric Payment	4
ID Card Fee Payment	2
Rent Payment.....	2

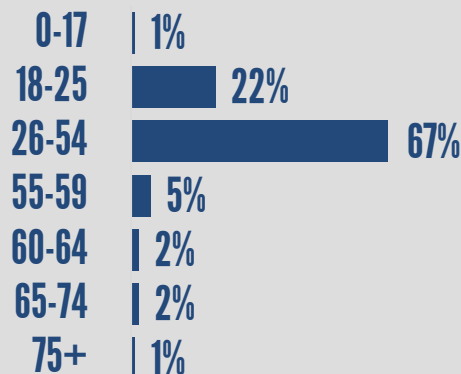
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
 ■ UNDETERMINED

AGE



TOP ZIP CODES

18102.....	579	18062.....	22
18103.....	109	18049.....	16
18101.....	86	18018.....	9
18109.....	78	18031.....	9
18104.....	74	18034.....	8
18052.....	32	18037.....	8
18032.....	22	18069.....	7