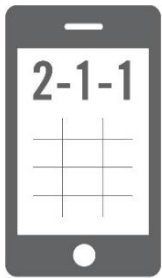




*You gave me a good head way, I appreciate it.*  
 - Lehigh County veteran



## CONTACT VOLUME



**1,340**  
**PHONE**  
**CONTACTS**

1<sup>st</sup> Quarter: 1,272  
 2<sup>nd</sup> Quarter: 1,243  
 3<sup>rd</sup> Quarter: 1,069



**655**  
**WEBSITE**  
**VISITS**

1<sup>st</sup> Quarter: 482  
 2<sup>nd</sup> Quarter: 736  
 3<sup>rd</sup> Quarter: 690



**24**  
**EMAILS/TEXTS/**  
**SOCIAL MEDIA**

1<sup>st</sup> Quarter: 32  
 2<sup>nd</sup> Quarter: 44  
 3<sup>rd</sup> Quarter: 26

## TOP NEEDS



**1,263**  
**HOUSING**  
**ASSISTANCE**



**93**  
**UTILITY**  
**ASSISTANCE**



**66**  
**MENTAL HEALTH/**  
**ADDICTIONS**



**60**  
**FOOD/**  
**MEALS**



**57**  
**INDIVIDUAL/FAMILY/**  
**COMMUNITY SUPPORT**

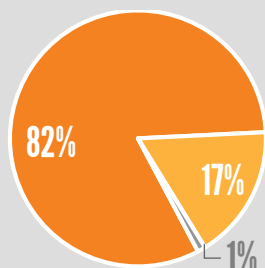
## TOP UNMET NEEDS\*

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 .....	154
Electric Payment .....	11
Rent Payment.....	10
Summer Food Service Programs.....	3
Gas Payment .....	2

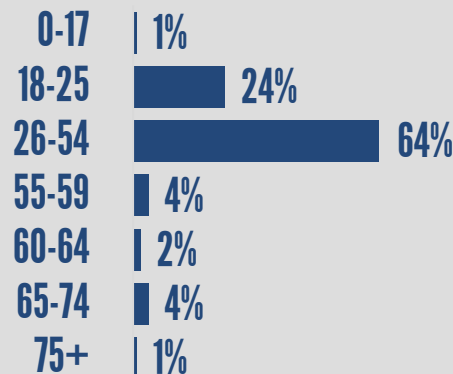
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
 ■ UNDETERMINED

### AGE



### TOP ZIP CODES

18102.....	665	18080.....	23
18103.....	162	18032.....	20
18109.....	124	18031.....	18
18104.....	84	18105.....	16
18101.....	76	18062.....	16
18052.....	51	18015.....	15
18049.....	32	18018.....	14