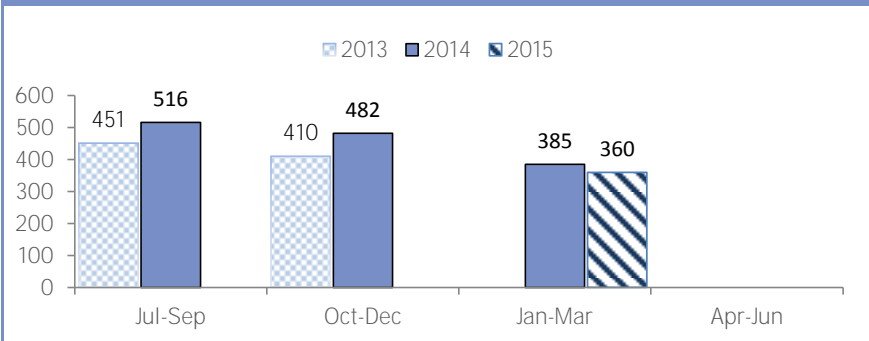


Lehigh County- Quarterly Report 2015

This report reflects call statistics of PA211 East. 41 additional calls were answered by other PA211 regions.
Total call volume = 401

CALL VOLUME



REFERRAL SOURCE

| | |
|-----------------------|-----|
| Agency/Organization | 122 |
| Prior use | 33 |
| Friend/Relative | 27 |
| Electronic media | 7 |
| Flyer/Brochure/Poster | 5 |
| Business/Employer | 4 |
| Church | 3 |
| Media/TV/Radio | 3 |
| Medical services | 3 |
| Public officials | 1 |

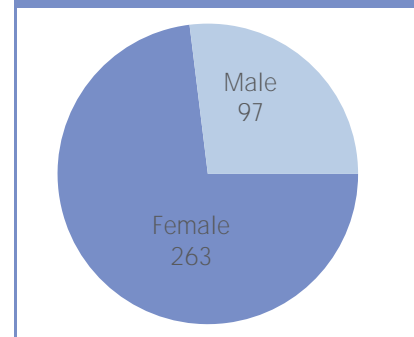
ZIP CODE REPORT

| | | | |
|-------|-----|-------|---|
| 18102 | 143 | 18106 | 5 |
| 18103 | 49 | 18049 | 5 |
| 18104 | 28 | 18062 | 5 |
| 18101 | 26 | 18032 | 4 |
| 18109 | 23 | 18011 | 3 |
| 18052 | 13 | 18066 | 3 |
| 18018 | 9 | 18031 | 3 |
| 18034 | 8 | 18105 | 1 |
| 18080 | 8 | 18069 | 1 |
| 18037 | 7 | 18051 | 1 |
| 18015 | 7 | 18060 | 1 |
| 18036 | 5 | 18067 | 1 |

TOP AGENCY REFERRALS

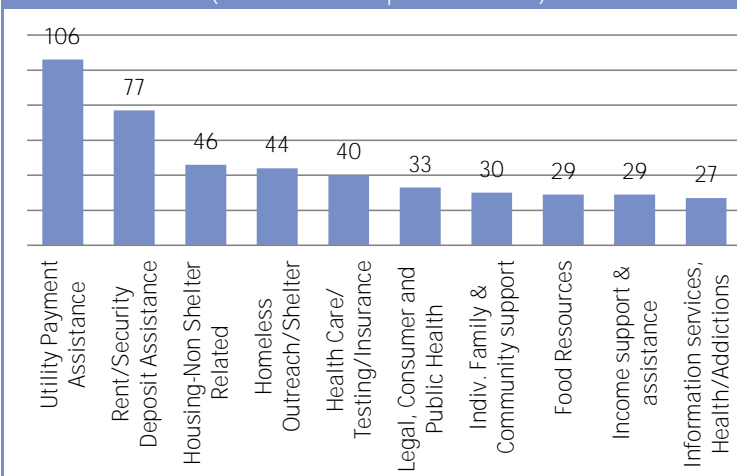
| | |
|--------------------------------------|-----|
| PA Department of Human Services | 103 |
| Catholic Charities | 65 |
| Hispanic American Organization | 55 |
| Community Action Committee | 36 |
| Salvation Army of Lehigh Valley | 30 |
| Lehigh County Conference of Churches | 26 |
| Casa Guadalupe Center | 24 |
| AARP | 17 |
| PA Housing Finance Agency (PHFA) | 17 |
| North Penn Legal Services | 17 |
| PA CareerLink | 13 |
| Everlasting Life Ministries | 11 |

GENDER REPORT



NEEDS

(Total needs reported = 550)



CALL FREQUENCY

