



NORTHAMPTON COUNTY 4TH QUARTER REPORT

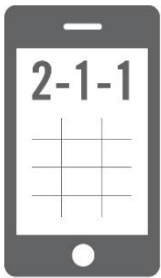
April 1, 2018-June 30, 2018



Thank you for what you are doing for people, this [2-1-1] is a wonderful thing!
- Northampton County resident



CONTACT VOLUME



1,138
PHONE
CONTACTS

1st Quarter: 800
2nd Quarter: 911
3rd Quarter: 743



405
WEBSITE
VISITS

1st Quarter: 266
2nd Quarter: 404
3rd Quarter: 386



15
EMAILS/TEXTS/
SOCIAL MEDIA

1st Quarter: 35
2nd Quarter: 29
3rd Quarter: 14

TOP NEEDS



940
HOUSING
ASSISTANCE



232
UTILITY
ASSISTANCE



51
INDIVIDUAL/FAMILY/
COMMUNITY SUPPORT



46
MENTAL HEALTH/
ADDICTIONS



44
FOOD/
MEALS

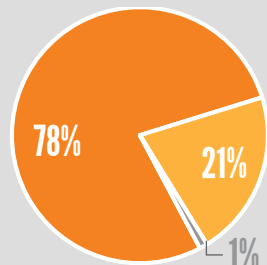
TOP UNMET NEEDS

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	111
Electric Payment.....	37
Water Payment	6
Gas Payment	5
Rent Payment	5

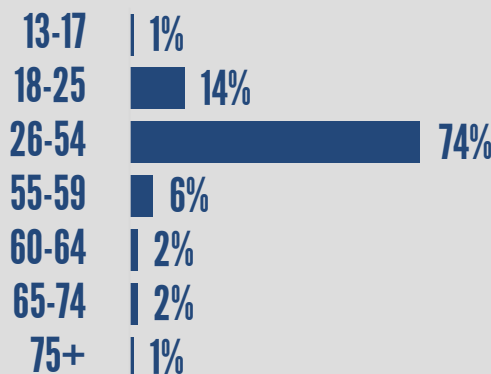
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

18042.....	309	18014.....	45
18015.....	220	18064.....	33
18018.....	133	18040.....	26
18017.....	109	18067.....	23
18020.....	61	18091.....	21
18013.....	55	18055.....	19
18045.....	46	18072.....	18