

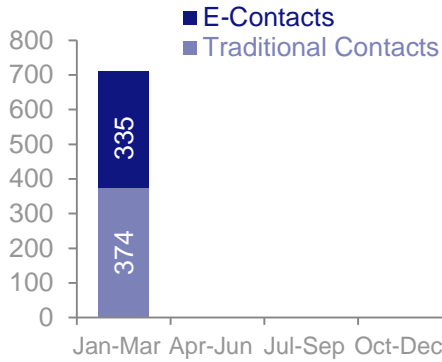
PENNSYLVANIA 2-1-1 EAST

1ST QUARTER 2016
LEHIGH COUNTY REPORT

This report reflects statistics compiled from the statewide 2-1-1 system. If you have any questions or comments about this report, please contact us at 2-1-1 or by email at 211@uwlancc.org.

CONTACT VOLUME

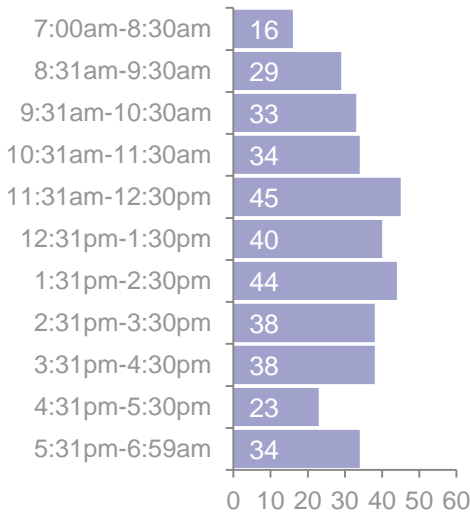
In January-March we experienced **709** total contacts.



Traditional Contacts: Phone
E-Contacts: Website Searches

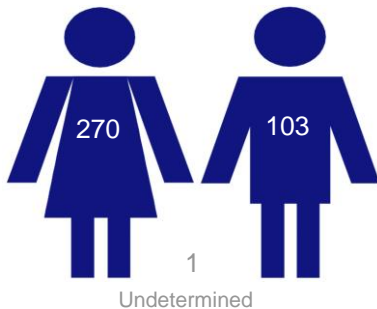
CALL FREQUENCY

The total number of calls received during specific hours.



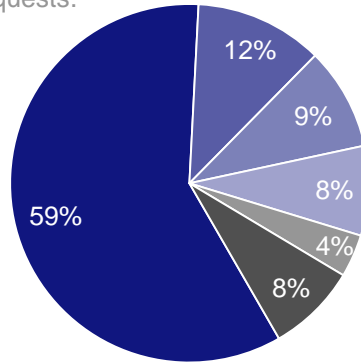
GENDER

A comparison of male/female callers.



NEEDS REQUESTS

The total amount of problems/needs requests.



Basic Needs

Clothing/Personal/Household: 20
Food/Meals: 44
Housing: 175
Utilities: 68

Medical/Mental Health Services

Health Care: 34
Mental Health/Addictions: 26

Support Services

Income Support/Assistance: 30
(Includes Tax Preparation Assistance)
Individual, Family & Community: 18

Legal, Consumer & Public Safety

Legal, Consumer & Public Safety: 42

Information Services

Information Services: 20

All Other Needs

Arts, Culture and Recreation: 0
Disaster: 1
Education: 3
Employment: 5
Other Government/Economic: 10
Transportation: 10
Volunteers/Donations: 13

ZIP CODES

The top zip codes of callers and number of calls received from that area.

18102	142	18105	6
18101	54	18049	6
18103	38	18015	5
18104	25	18062	5
18052	19	18018	5
18109	18	18037	4
18032	12	18069	3
18080	10	18011	2
18036	9	18106	2

AGENCY REFERRALS

The top referrals to agencies in Lehigh County.

PA Dept of Human Services	75
Catholic Charities	45
Hispanic American Organization	29
Lehigh Conference of Churches	29
Salvation Army-Lehigh Valley	27
Community Action Committee	20
PA Housing Finance Agency	18
Casa Guadalupe Center	15
PPL Electric Utilities	13
North Penn Legal Services	13

REFERRAL SOURCE

The top ways clients heard about 2-1-1.

- 86 Agency/Organization
- 51 Prior use
- 14 Electronic Media
- 7 Business/Employer
- 7 Friend/Relative
- 6 Blue Pages
- 5 Church/Faith Based Org.
- 4 Flyer/Brochure/Poster
- 4 Medical Services
- 4 Media/TV/Radio

PENNSYLVANIA 2-1-1 EAST IS GENEROUSLY SUPPORTED BY
UNITED WAY OF GREATER LEHIGH VALLEY

