

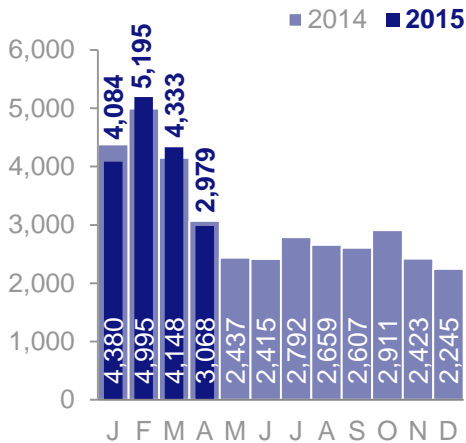
PENNSYLVANIA 2-1-1 EAST

APRIL 2015 REGIONAL REPORT

2-1-1 captures data on all contacts received in our center. This data generally includes: caller's county of residence, gender, presenting needs and top program referrals for our region. Active counties currently consist of Berks, Lancaster, Lehigh and Northampton.

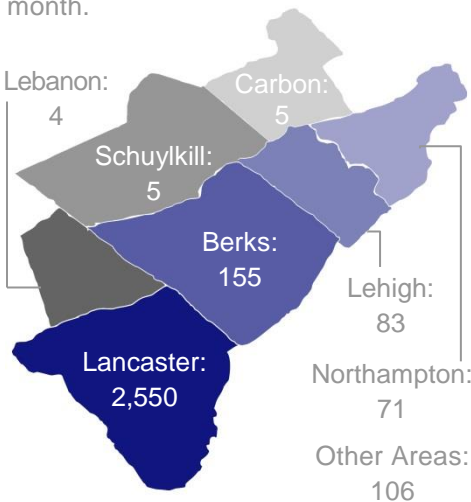
CONTACT VOLUME

In April we experienced **2,979** total contacts.



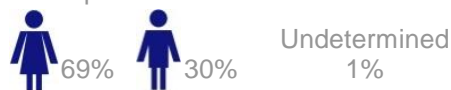
CONTACTS BY COUNTY

The number of contacts received from the counties served by our region this month.



GENDER

A comparison of male/female callers.

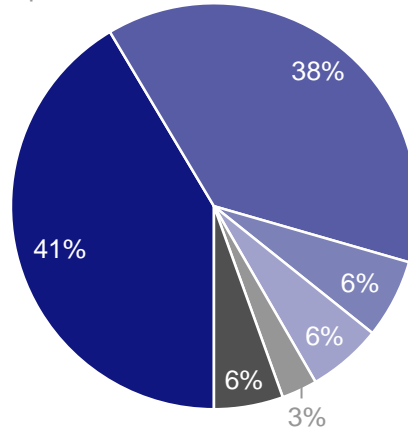


VITA (TAX SCHEDULING)

2-1-1 staff scheduled **428** Volunteer Income Tax Assistance appointments for 12 of the 15 sites available.

NEEDS REQUESTS

The total amount of problems/needs requests.



Basic Needs

Clothing/Personal/Household: 44
Food/Meals: 91
Housing: 875
Utilities: 202

Support Services

Income Support/Assistance: 995
(Includes Tax Preparation Assistance)
Individual, Family & Community: 117

Information Services

Information Services: 184

Medical/Mental Health Services

Health Care: 93
Mental Health/Addictions: 80

Legal, Consumer & Public Safety

Legal, Consumer & Public Safety: 83

All Other Needs

Arts, Culture and Recreation: 19
Disaster: 0
Education: 17
Employment: 39
Other Government/Economic: 21
Transportation: 35
Volunteers/Donations: 30

UNMET NEEDS

The top needs for which no referral was able to be given.

- 110** Rent/Security Deposit Payments
- 48** Transitional Housing/Shelter
- 26** Utility Assistance
- 18** Tax Preparation Assistance
- 11** Community Shelters

Reasons often include that the program is at capacity or the caller is ineligible/already used available resources.

AGENCY REFERRALS

The top referrals to agencies within PA 2-1-1 East's region.

- United Way (VITA Tax Preparation)
- Tabor Community Services
- PA Department of Human Services
- Water Street Ministries
- Salvation Army Lancaster
- LHOP (Housing Search)
- Catholic Charities, Lehigh/Northampton
- Lancaster County Council of Churches
- CAP of Lancaster County
- PA Housing Finance Agency

REFERRAL SOURCE

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

- 600** Prior Use
- 420** Agency/Organization
- 201** Friend/Relative
- 38** Flyer/Brochure/Poster
- 35** Electronic Media