

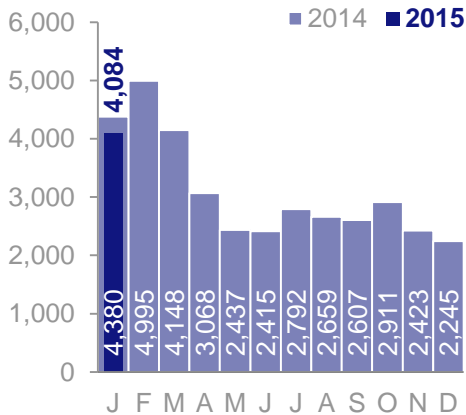
# PENNSYLVANIA 2-1-1 EAST

## JANUARY 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.

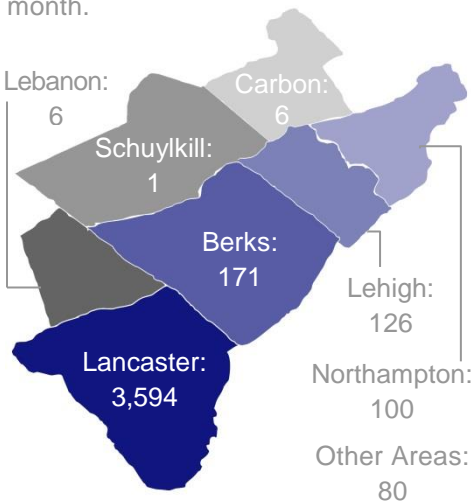
### CONTACT VOLUME

In January we experienced **4,084** total contacts.



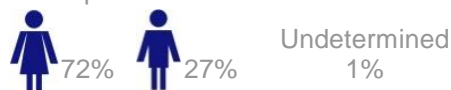
### CONTACTS BY COUNTY

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



### GENDER

A comparison of male/female callers.

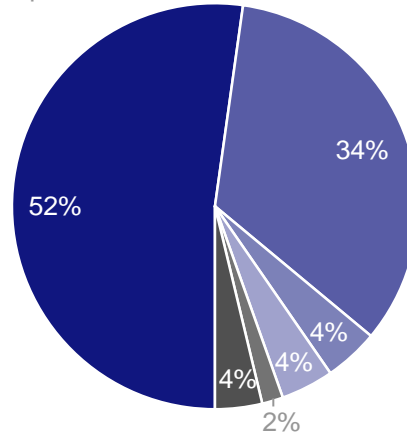


### VITA (TAX SCHEDULING)

2-1-1 staff scheduled **1,697** Volunteer Income Tax Assistance appointments for 12 of the 15 sites available.

### NEEDS REQUESTS

The total amount of problems/needs requests.



- Support Services**  
 Income Support/Assistance: 2,056  
*(Includes Tax Preparation Assistance)*  
 Individual, Family & Community: 91
- Basic Needs**  
 Clothing/Personal/Household: 50  
 Food/Meals: 138  
 Housing: 981  
 Utilities: 222
- Information Services**  
 Information Services: 178
- Medical/Mental Health Services**  
 Health Care: 117  
 Mental Health/Addictions: 56
- Legal, Consumer & Public Safety**  
 Legal, Consumer & Public Safety: 69
- All Other Needs**  
 Arts, Culture and Recreation: 7  
 Disaster: 1  
 Education: 12  
 Employment: 40  
 Other Government/Economic: 20  
 Transportation: 43  
 Volunteers/Donations: 31

### UNMET NEEDS

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

- 128** Rent/Security Deposit Payments
- 59** Transitional Housing/Shelter
- 19** Tax Preparation Assistance
- 12** Community Shelters
- 12** Homeless Financial Assistance Programs

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)
- PA Department of Human Services
- Lancaster County Council of Churches
- Tabor Community Services
- Salvation Army Lancaster
- LHOP (Housing Search)
- Catholic Charities, Lehigh/Northampton
- Water Street Ministries
- Hispanic American Organization
- Opportunity House

### REFERRAL SOURCE

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

- 1,359** Prior Use
- 467** Agency/Organization
- 252** Friend/Relative
- 76** Direct Mail
- 47** Flyer/Brochure/Poster