

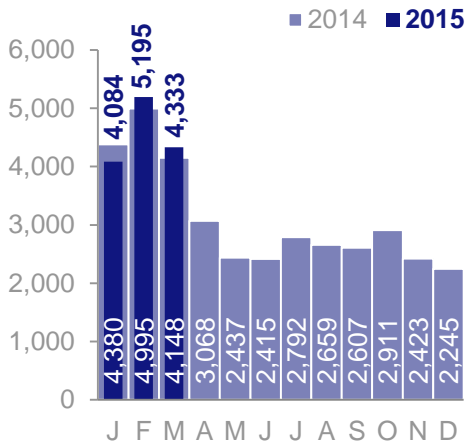
# PENNSYLVANIA 2-1-1 EAST

## MARCH 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.

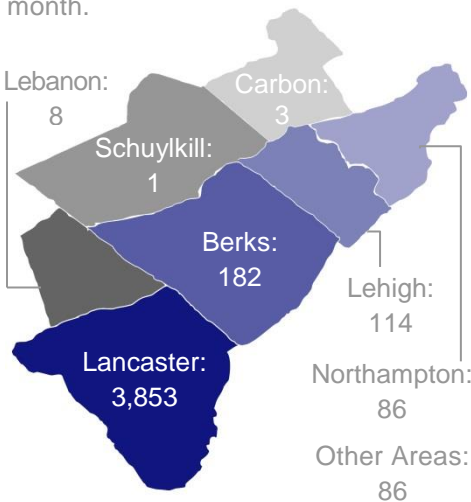
### CONTACT VOLUME

In March we experienced **4,333** total contacts.



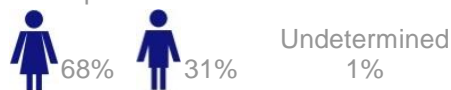
### CONTACTS BY COUNTY

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



### GENDER

A comparison of male/female callers.

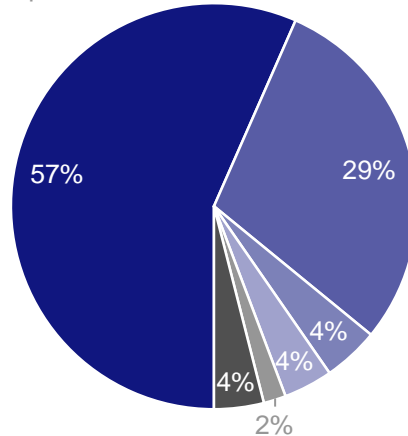


### VITA (TAX SCHEDULING)

2-1-1 staff scheduled **1,546** 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: 2,362  
*(Includes Tax Preparation Assistance)*

Individual, Family & Community: 85

#### Basic Needs

Clothing/Personal/Household: 39

Food/Meals: 105

Housing: 914

Utilities: 210

#### Information Services

Information Services: 192

#### Medical/Mental Health Services

Health Care: 103

Mental Health/Addictions: 66

#### Legal, Consumer & Public Safety

Legal, Consumer & Public Safety: 77

#### All Other Needs

Arts, Culture and Recreation: 14

Disaster: 1

Education: 15

Employment: 35

Other Government/Economic: 31

Transportation: 41

Volunteers/Donations: 34

### UNMET NEEDS

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

**87** Rent/Security Deposit Payments

**59** Transitional Housing/Shelter

**23** Tax Preparation Assistance

**10** Community Shelters

**9** Undesignated Temporary Financial Assistance

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

Tabor Community Services

Lancaster County Council of Churches

Water Street Ministries

Salvation Army Lancaster

LHOP (Housing Search)

Catholic Charities, Lehigh/Northampton

AIRS (Nationwide 2-1-1 Search)

Opportunity House

### REFERRAL SOURCE

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

**1,574** Prior Use

**499** Agency/Organization

**405** Friend/Relative

**54** Electronic Media

**53** Flyer/Brochure/Poster