

PENNSYLVANIA 2-1-1 EAST

FEBRUARY 2017
REGIONAL REPORT

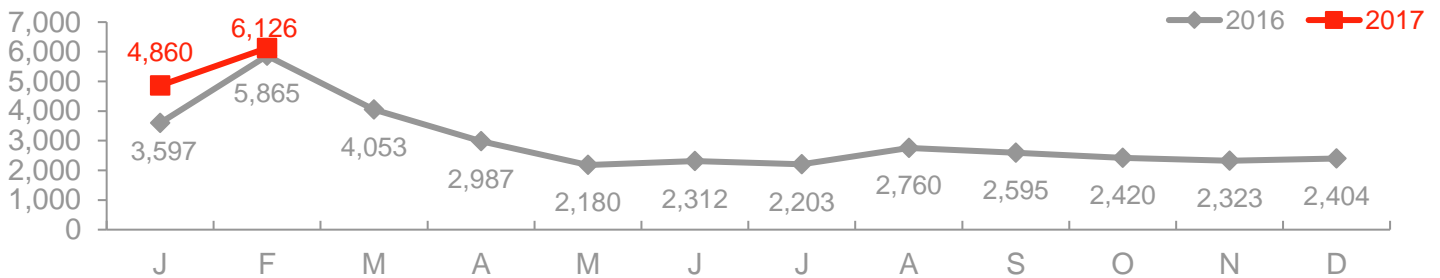
If you have any questions or comments about this report, please contact us at 2-1-1 or by email at 211@uwlanc.org.

How do inquirers access 2-1-1?



This month, 2-1-1 provided resource information **7,503** times to people who visited our website, called, text messaged, utilized our social media platforms, and emailed.

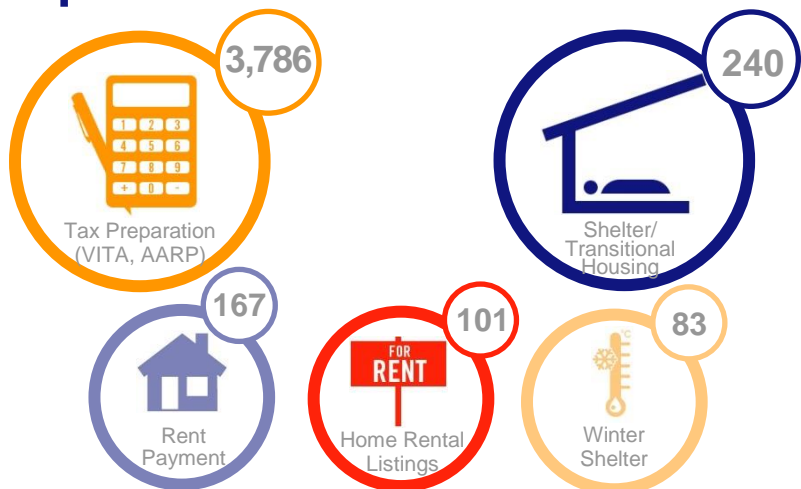
How do we compare to last year?



This month, 2-1-1 received **6,126** calls for health and human services. This resulted in a **26.05%** increase in calls over last month and a **4.45%** increase over the same month last year.

What needs do 2-1-1 inquirers have?

TOP 5
CALLER
NEEDS



2-1-1 specialists recorded a total of **5,686** caller needs. The top 5 needs displayed represent **76%** of the total requests. In addition, in total, 2-1-1 scheduled **3,019** tax appointments for United Way of Lancaster County's VITA (Volunteer Income Tax Assistance) program.



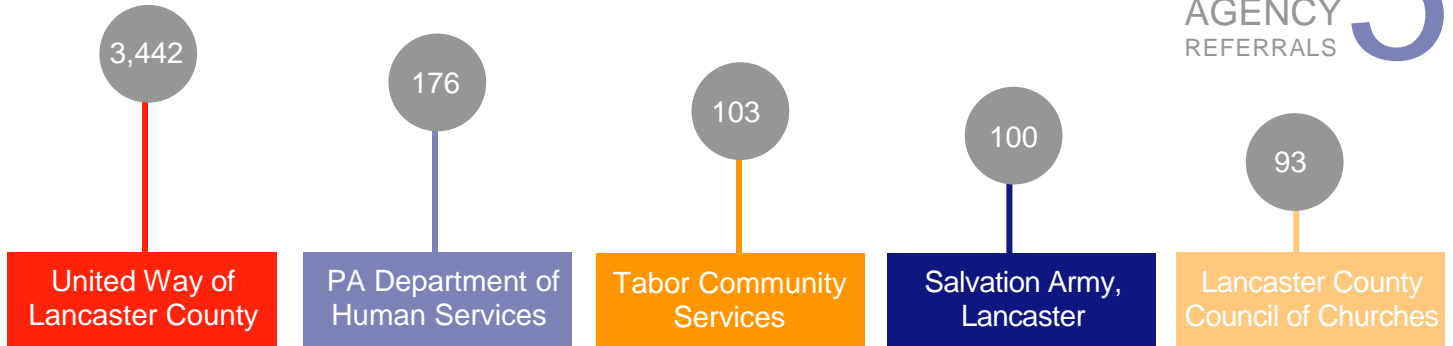
PENNSYLVANIA 2-1-1 EAST

FEBRUARY 2017
REGIONAL REPORT

If you have any questions or comments about this report, please contact us at 2-1-1 or by email at 211@uwlanc.org.

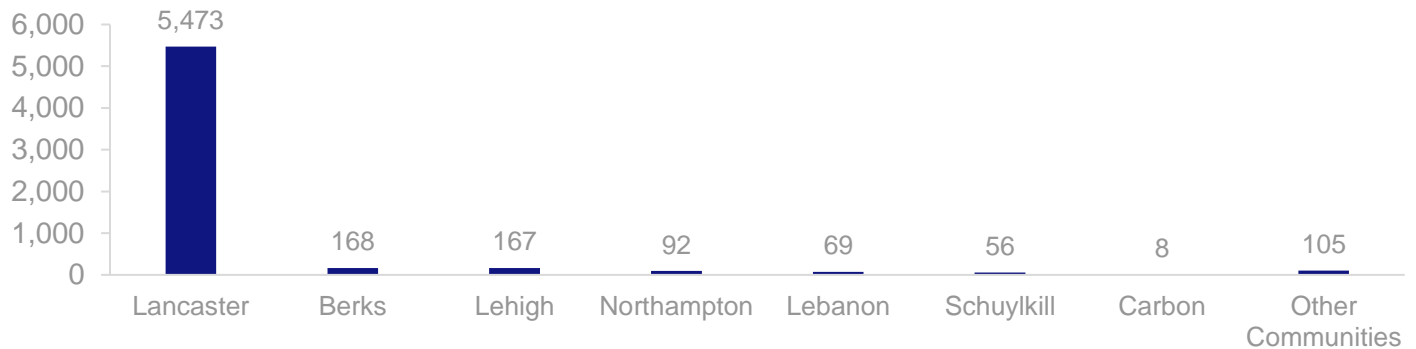
What referrals do inquirers receive?

TOP 5
AGENCY
REFERRALS



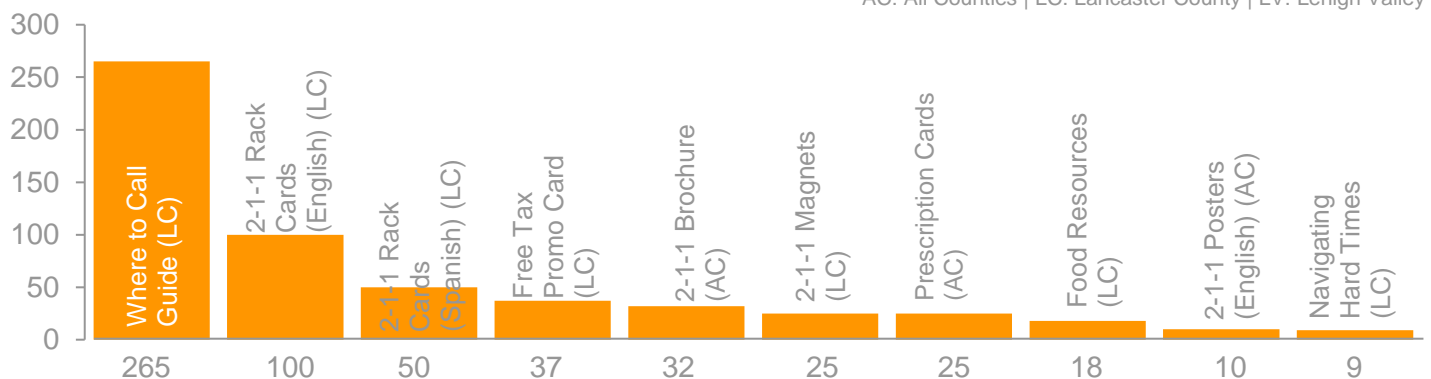
2-1-1 made referrals to **618** programs/services through **379** individual agencies that serve Berks, Carbon, Lancaster, Lebanon, Lehigh, Northampton, and Schuylkill County residents.

Where do 2-1-1 inquirers live?



What 2-1-1 materials are most requested?

AC: All Counties | LC: Lancaster County | LV: Lehigh Valley



PENNSYLVANIA 2-1-1 EAST

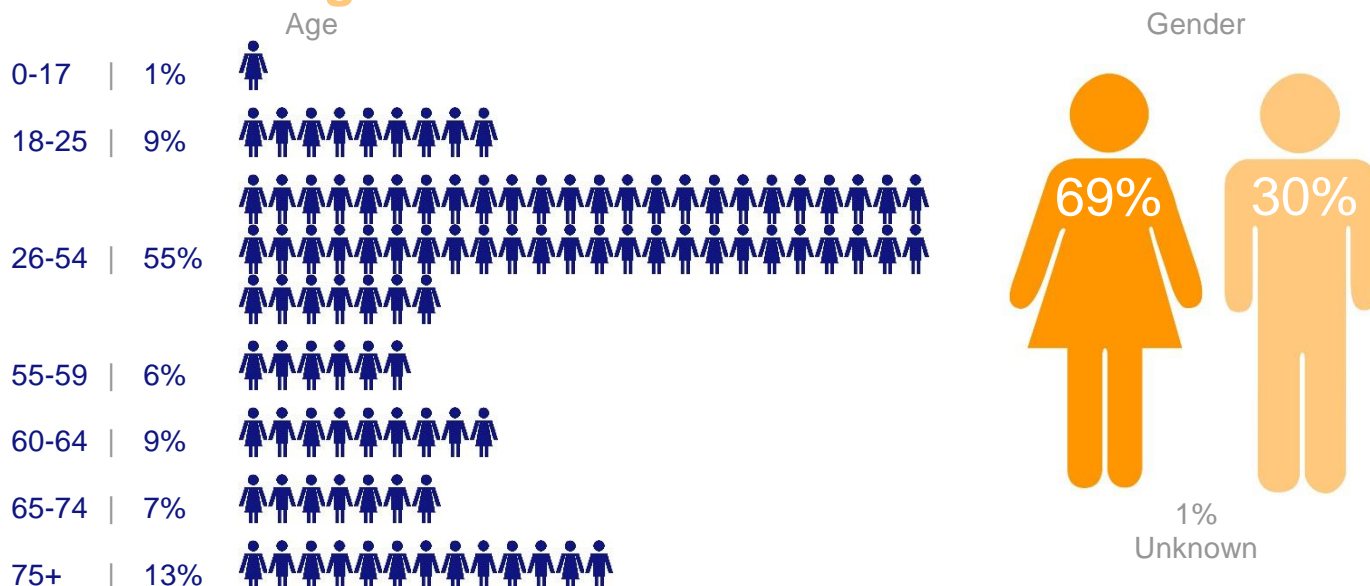
FEBRUARY 2017
REGIONAL REPORT

If you have any questions or comments about this report, please contact us at 2-1-1 or by email at 211@uwlanc.org.

What are the top ways inquirers heard about 2-1-1?



Who is calling 2-1-1?



What are potential service gaps?

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.

Top unmet needs

| | |
|---|----|
| Community Shelters/Transitional Housing | 54 |
| Rent Payment Assistance | 35 |
| Tax Preparation Assistance | 28 |
| Electric Service Payment Assistance | 8 |
| Water Service Payment Assistance | 5 |