

# PENNSYLVANIA 2-1-1 EAST

JANUARY 2017  
REGIONAL REPORT

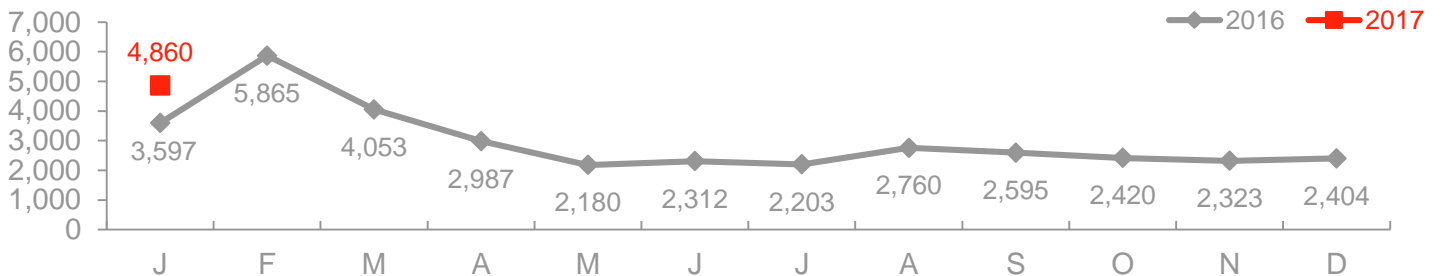
If you have any questions or comments about this report, please contact us at 2-1-1 or by email at 211@uwlanc.org.

## How do inquirers access 2-1-1?



This month, 2-1-1 provided resource information **6,667** times to people who visited our website, called, text messaged, utilized our social media platforms, and emailed.

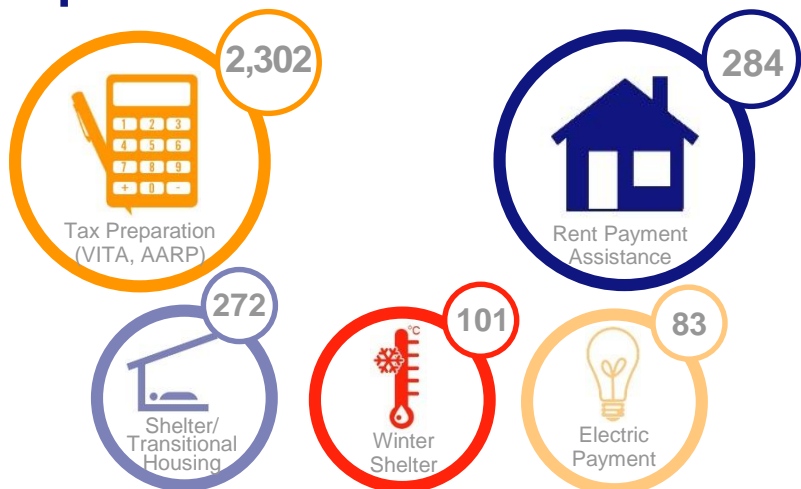
## How do we compare to last year?



This month, 2-1-1 received **4,860** calls for health and human services. This resulted in a **102.16%** increase in calls over last month and a **35.11%** 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 **4,751** caller needs. The top 5 needs displayed represent **64%** of the total requests. In addition, in total, 2-1-1 scheduled **1,855** tax appointments for United Way of Lancaster County's VITA (Volunteer income Tax Assistance) program.



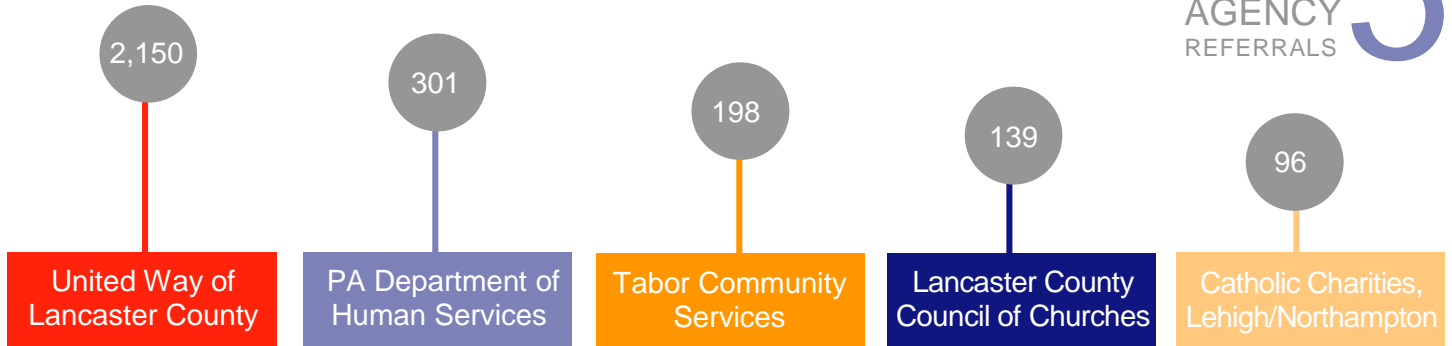
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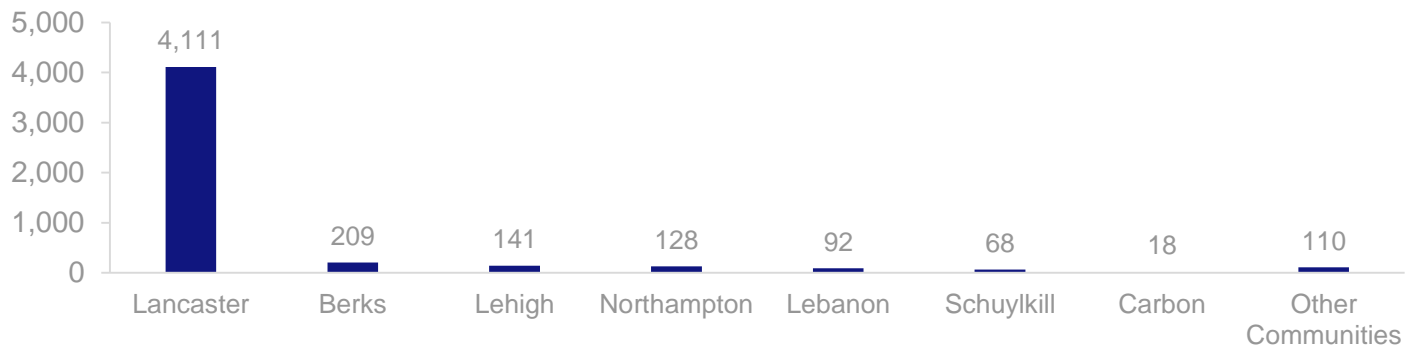
## What referrals do inquirers receive?

TOP 5  
AGENCY  
REFERRALS



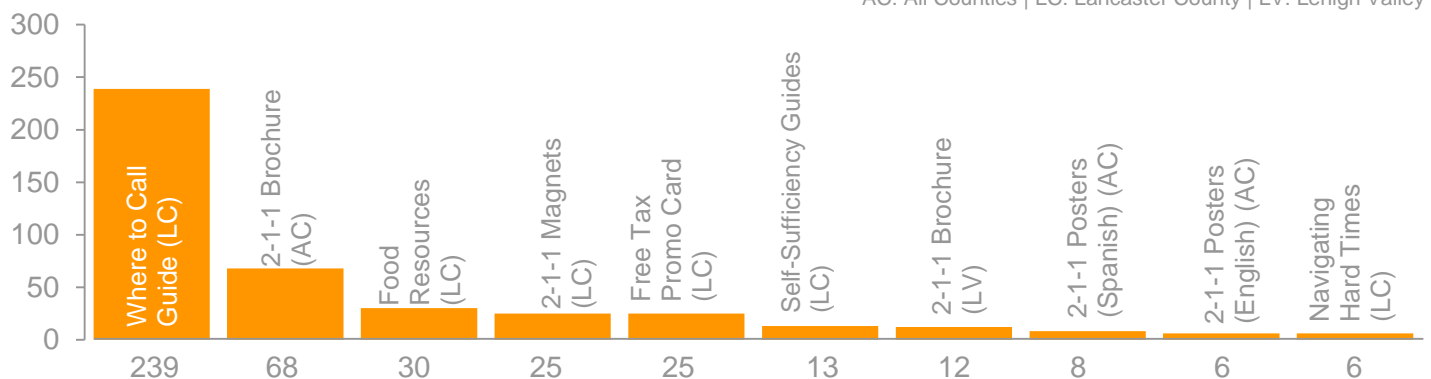
2-1-1 made referrals to **731** programs/services through **431** individual agencies that serve Berks, Carbon, Lancaster, Lebanon, Lehigh, Northampton, and Schuylkill County residents.

## Where do 2-1-1 inquirers live?



## What 2-1-1 materials are most requested?

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



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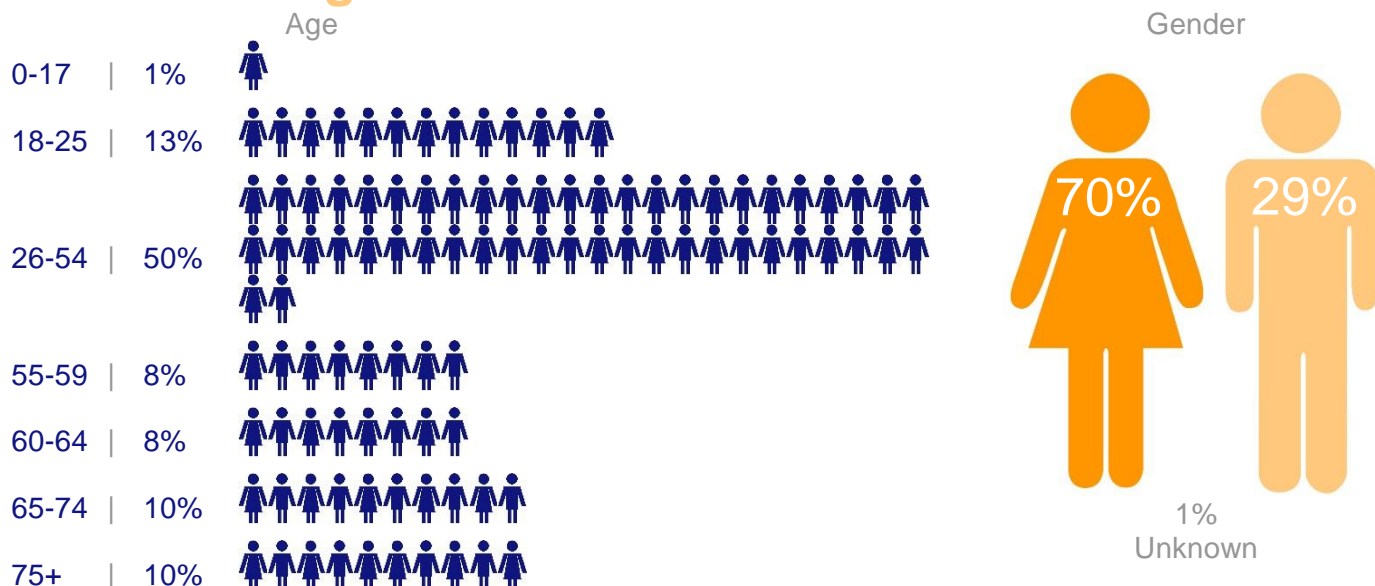
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## What are the top ways inquirers heard about 2-1-1?



## 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

Rent Payment Assistance	73
Community Shelters/Transitional Housing	40
Tax Preparation Assistance	24
Electric Service Payment Assistance	11
Water Service Payment Assistance	10