

HIGHLIGHTS

PROGRAMS

- **6,033** calls for tax assistance answered from January to April 2013; In Lancaster County this allowed VITA to complete **3,672** tax returns, creating a total economic impact of **\$5,001,565**
- **5,942** inquiries for housing assistance in Lancaster County, resulting in **2,174** households being referred to partner agencies for a comprehensive assessment and case management services
- **1,077** times the Holiday Giving Guide was viewed online which included holiday wish lists from **41** agencies/programs in Lancaster County and Lehigh Valley
- **148** items ranging from furniture to appliances to office supplies submitted to our Donation Station program for Lancaster County

ZIP CODE REPORT

- **6,840** callers from Lancaster (17603 zip code), the top zip code from Lancaster County
- **712** callers from Reading (19602 zip code), the top zip code from Berks County
- **662** callers from Allentown (18102 zip code), the top zip code from Lehigh County
- **258** callers from Easton (18042 zip code), the top zip code from Northampton County

AGENCY REFERRALS

- **2,154** referrals to Tabor Community Services in Lancaster County
- **181** referrals to The Salvation Army of Reading for utility and holiday program assistance
- **113** referrals to Lehigh County Conference of Churches for supportive services, free meals and daytime shelter for persons experiencing homelessness

FUNDERS

OPERATING COSTS

Pennsylvania 2-1-1 East is grateful to the organizations that support 2-1-1 in the communities it serves.



United Way
of Lancaster County



United Way of Berks County



United Way of the
Greater Lehigh Valley



County of Northampton



PENNSYLVANIA 2-1-1 EAST: 2013 ANNUAL REPORT

PENNSYLVANIA 2-1-1 EAST

2013 ANNUAL REPORT

JANUARY 1 - DECEMBER 31

BERKS • LANCASTER • LEHIGH • NORTHAMPTON



RESPIRE CARE
PRENATAL SERV
WEATHERIZATION
CONSUMER



FORMULA
DOMESTIC VIOLENCE SERVICES
HEALTH CARE
BUSINESS INFORMATION



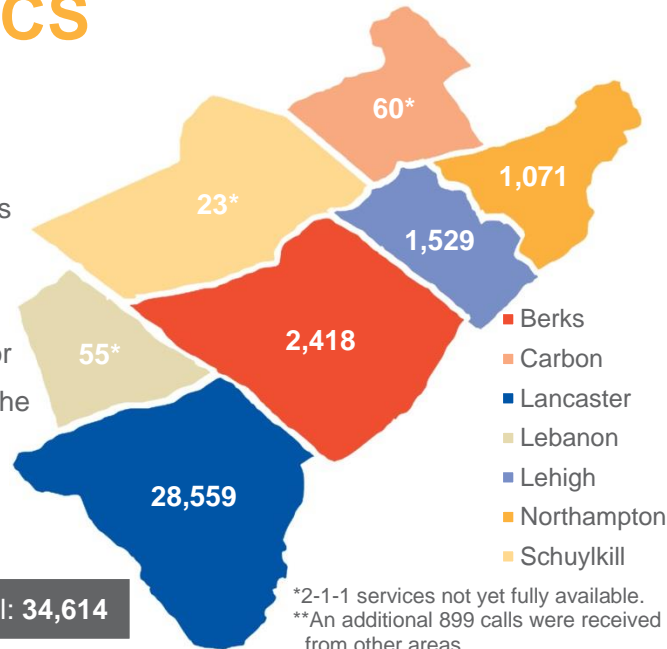
Powered by United Way



DATA / STATISTICS

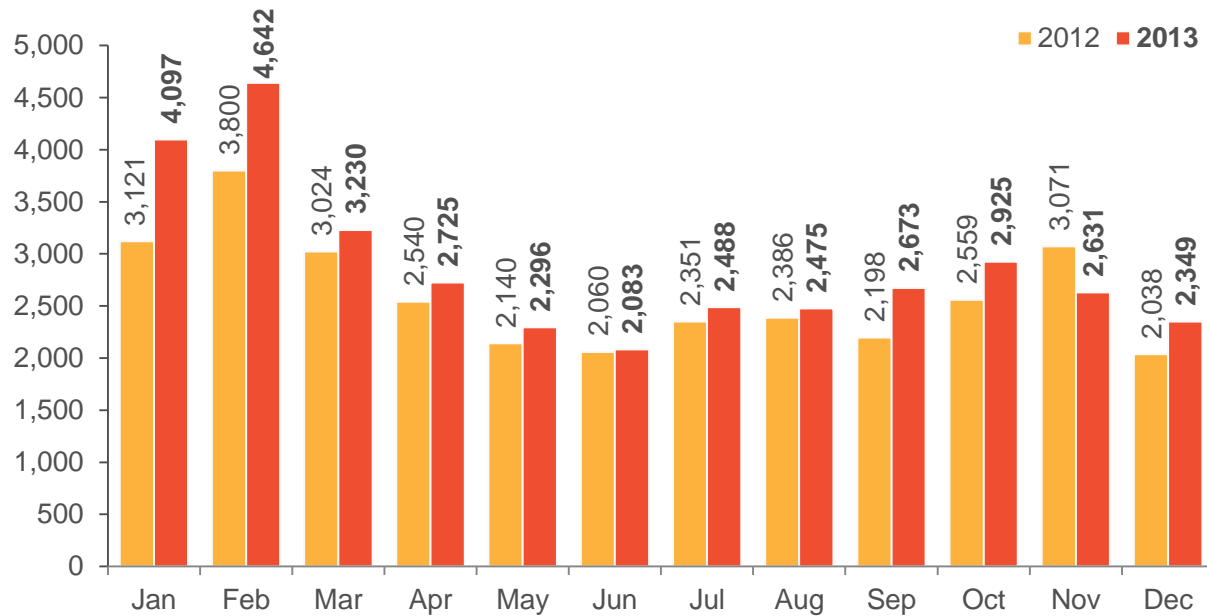
TOTAL CALL VOLUME

During 2013, Pennsylvania 2-1-1 East experienced a **10.6%** increase in calls from 2012. The **34,614** calls received this year is attributed to a greater awareness of 2-1-1 throughout the service area and special projects such as appointment scheduling for the Volunteer Income Tax Assistance and the launch of a new centralized intake system for housing and homelessness services in Lancaster County called CHART.



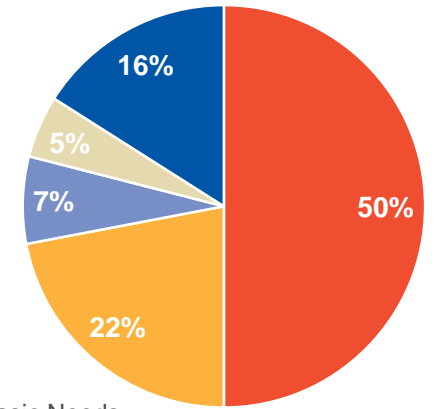
CALL VOLUME PER MONTH

2012/2013 comparison of total contacts



TOP CRITICAL NEEDS

The top concerns from callers this year were for **housing assistance** (rent and mortgage payment, shelters, affordable housing), **tax preparation assistance**, and **utility service payment assistance**.



The top unmet needs were **rent/security deposit** (client ineligible or lack of funds), **tax preparation assistance** (client unavailable for remaining times) and **utility service payment assistance** (already used all available resources).

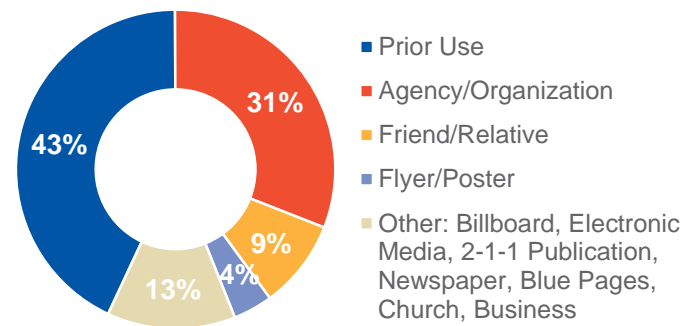
- Basic Needs
- Income Support/Assistance
- Information Services/Publications
- Medical/Mental Health Services
- All Other Needs



PUBLICATIONS

The **Where to Call When You Need Help** booklet remains the highest distributed publication, followed by **Affordable Housing in Berks/Lancaster/Lehigh Valley** and **Directory of Food Resources in Lancaster County**.

HOW PEOPLE HEARD ABOUT 2-1-1



GENDER

