

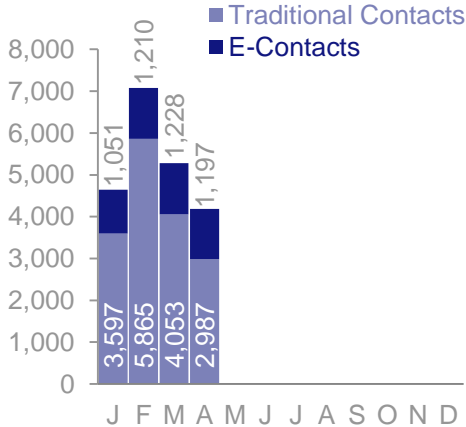
PENNSYLVANIA 2-1-1 EAST

APRIL 2016
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.

CONTACT VOLUME

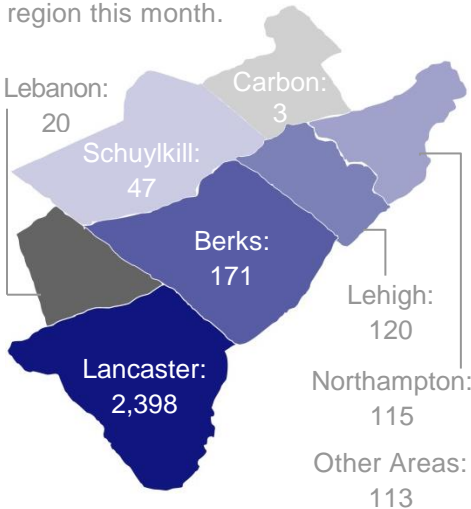
In April we experienced **4,184** total contacts.



Traditional Contacts: Phone
E-Contacts: Website Searches

CONTACTS BY COUNTY

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



GENDER

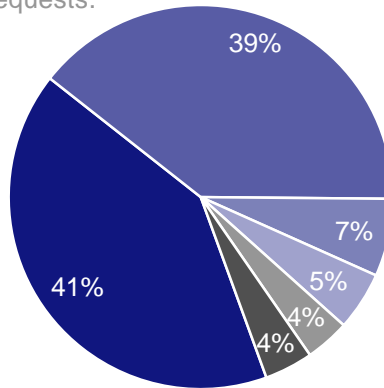
A comparison of male/female callers.



1% Undetermined

NEEDS REQUESTS

The total amount of problems/needs requests.



- **Basic Needs**
Clothing/Personal/Household: 48
Food/Meals: 98
Housing: 803
Utilities: 284
- **Support Services**
Income Support/Assistance: 1,076
(Includes Tax Preparation Assistance)
Individual, Family & Community: 108
- **Information Services**
Information Services: 196
- **Medical/Mental Health Services**
Health Care: 95
Mental Health/Addictions: 53
- **Legal, Consumer & Public Safety**
Legal, Consumer & Public Safety: 112
- **All Other Needs**
Arts, Culture and Recreation: 5
Disaster: 1
Education: 14
Employment: 14
Other Government/Economic: 17
Transportation: 42
Volunteers/Donations: 29

INCOME TAX ASSISTANCE

A total of **1,007** tax assistance needs were recorded. In Lancaster County, a total of **511** free tax appointments were scheduled for United Way VITA.

UNMET NEEDS

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

- 55** Rent Payment Assistance
- 53** Transitional Housing/Shelter
- 32** Electric Service Payment Assistance
- 20** Tax Preparation Assistance
- 10** Rent Deposit Assistance

Reasons often include that the program is at capacity or the caller is ineligible/already used available resources.

PUBLICATIONS/MATERIALS

The top publications and materials distributed in print and/or website.

Where To Call Guide (LC)	292
2-1-1 Rack Card-English (LC)	235
2-1-1 Magnet	150
2-1-1 Rack Card-Spanish (LC)	135
2-1-1 Brochure	53
2-1-1 Poster-English	53
Food Resources-English (LC)	18
Navigating Hard Times (LC)	11
Self-Sufficiency Guide (LC)	11
2-1-1 Brochure (LV)	8

LC: Lancaster County | LV: Lehigh Valley

REFERRAL SOURCE

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

- 815** Prior Use
- 455** Agency/Organization
- 201** Friend/Relative
- 40** Electronic Media
- 35** Flyer/Brochure/Poster