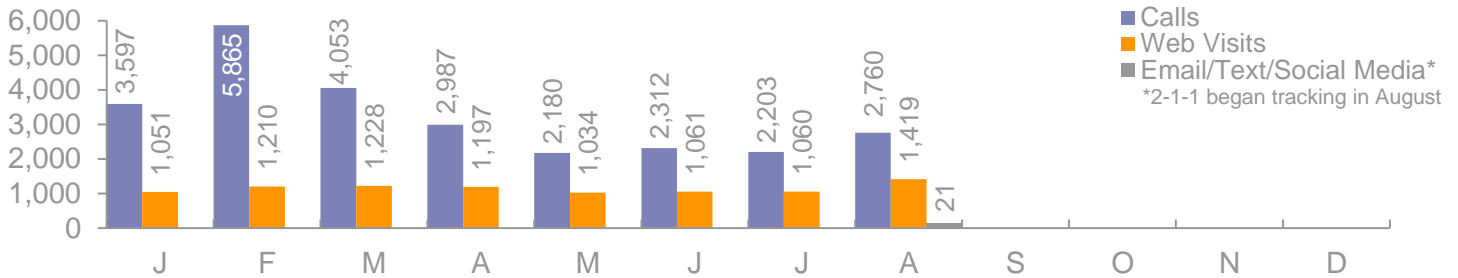


# PENNSYLVANIA 2-1-1 EAST

**AUGUST 2016**  
**REGIONAL REPORT**

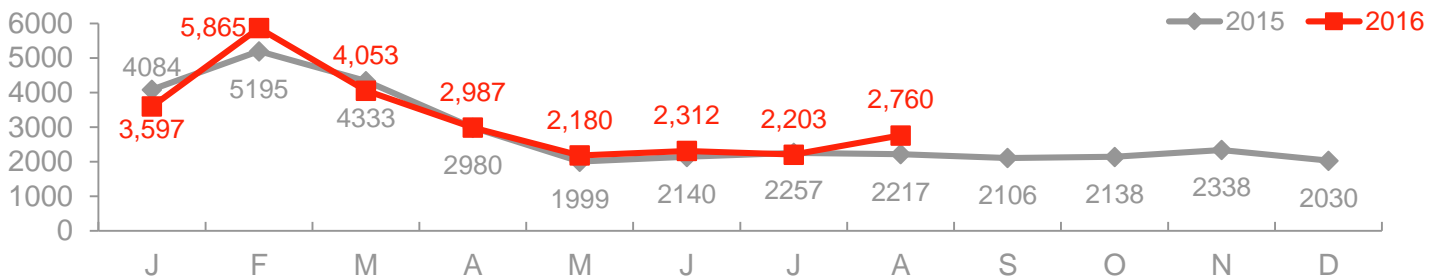
If you have any questions or comments about this report, please contact us at 2-1-1 or by email at 211@uwlanc.org.

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



This month, 2-1-1 provided resource information **4,200** times to people who visited our website, called, text messaged, utilized our social media platforms, and emailed.

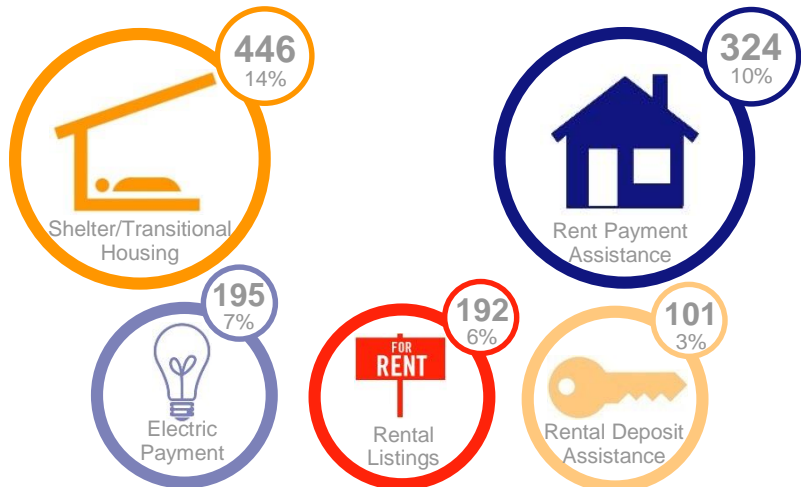
## How do we compare to last year?



This month, 2-1-1 received **2,760** calls for health and human services. This resulted in a **26.24%** increase in calls over last month and a **25.44%** increase over the same month last year.

## What needs do 2-1-1 callers have?

### TOP 5 CALLER NEEDS



2-1-1 specialists recorded a total of **3,264** caller needs. The top 5 categories include shelter/transitional housing, rent payment assistance, electric payment assistance, rental listings, and rental deposit assistance.



County of Northampton

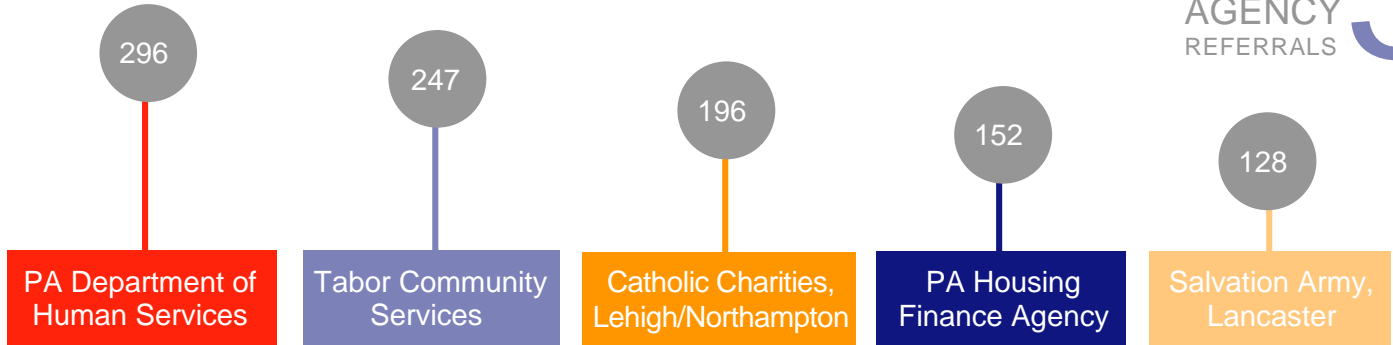
# PENNSYLVANIA 2-1-1 EAST

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## What referrals do callers receive?

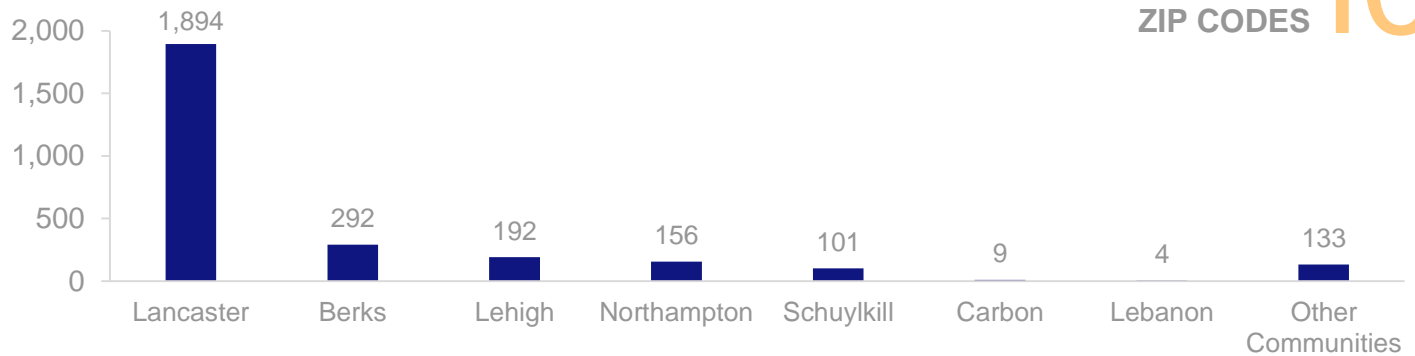
TOP 5  
AGENCY  
REFERRALS



2-1-1 made referrals to **799** programs/services through **503** individual agencies that serve Berks, Carbon, Lancaster, Lebanon, Lehigh, Northampton, and Schuylkill County residents.

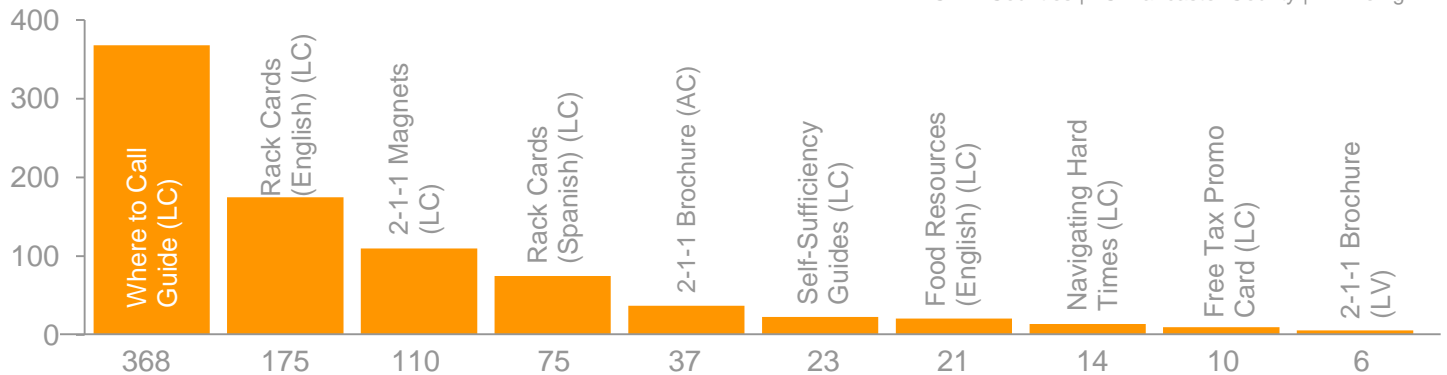
## Where do 2-1-1 callers live?

TOP 10  
ZIP CODES



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

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



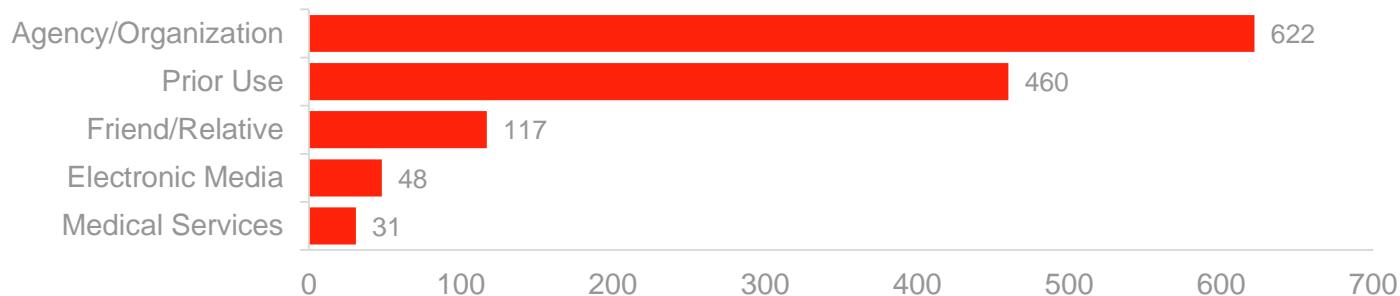
County of Northampton

# PENNSYLVANIA 2-1-1 EAST

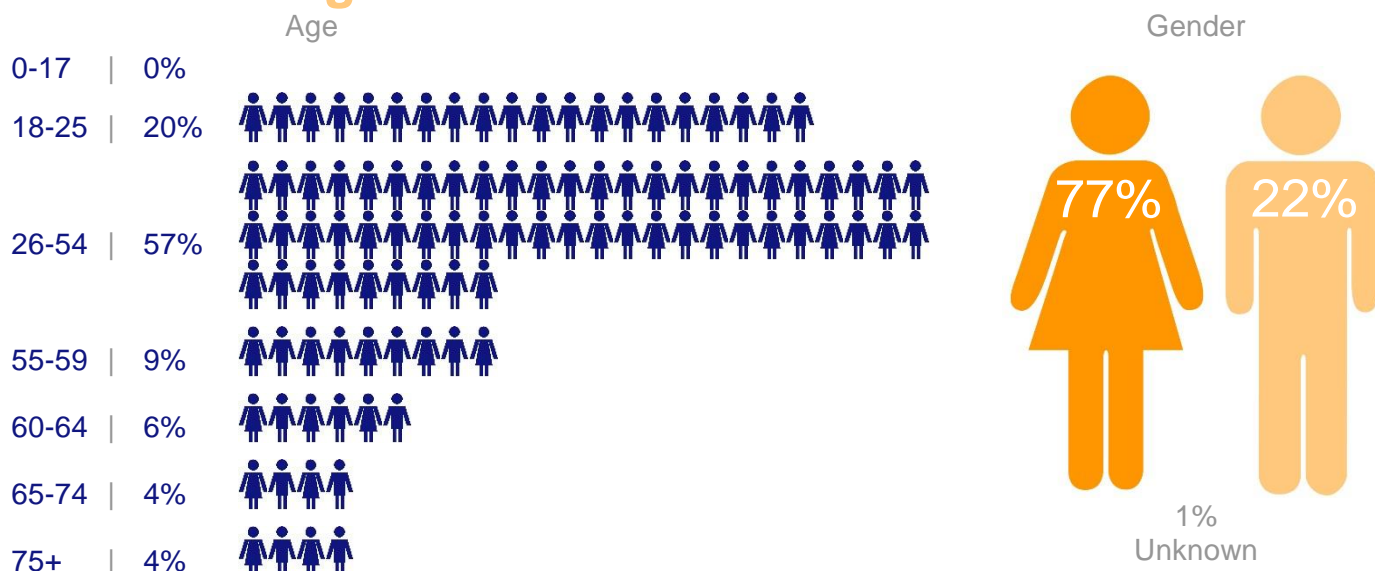
**AUGUST 2016**  
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## How did callers hear about 2-1-1?



## Who is calling 2-1-1?



## What are potential service gaps?

There are times when a specialist is not able to refer for the caller'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	93
Rent Payment Assistance	90
Income Support and Employment	11
Rental Deposit Assistance	11
Water Service Payment Assistance	10



County of Northampton