

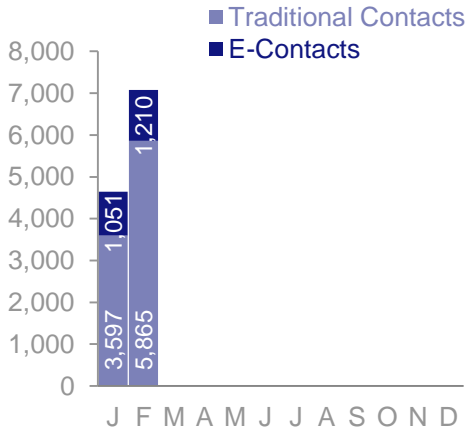
# PENNSYLVANIA 2-1-1 EAST

FEBRUARY 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

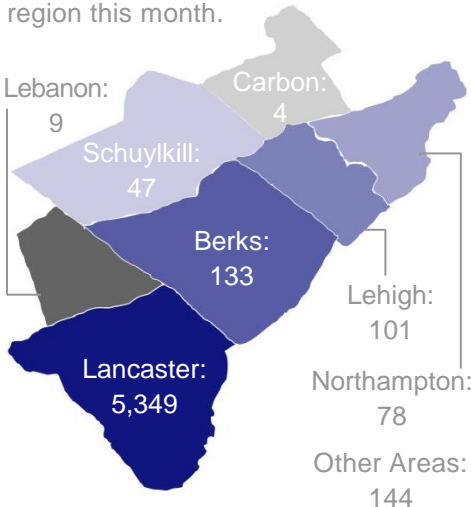
In February we experienced **7,075** total contacts.



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

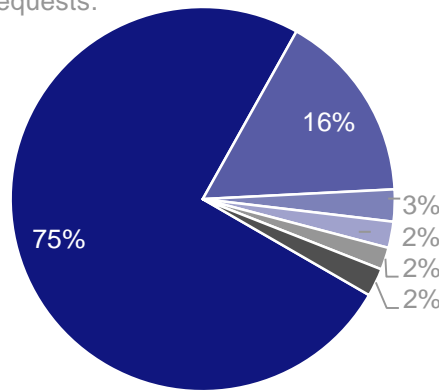
A comparison of male/female callers.



1% Undetermined

## NEEDS REQUESTS

The total amount of problems/needs requests.



- Support Services**  
 Income Support/Assistance: 4,220  
*(Includes Tax Preparation Assistance)*  
 Individual, Family & Community: 82
- Basic Needs**  
 Clothing/Personal/Household: 41  
 Food/Meals: 112  
 Housing: 641  
 Utilities: 131
- Information Services**  
 Information Services: 155
- Medical/Mental Health Services**  
 Health Care: 79  
 Mental Health/Addictions: 48
- Legal, Consumer & Public Safety**  
 Legal, Consumer & Public Safety: 108
- All Other Needs**  
 Arts, Culture and Recreation: 6  
 Disaster: 1  
 Education: 15  
 Employment: 17  
 Other Government/Economic: 32  
 Transportation: 42  
 Volunteers/Donations: 23

## INCOME TAX ASSISTANCE

A total of **4,153** tax assistance needs were recorded. In Lancaster County, a total of **2,812** free tax appointments were scheduled for United Way VITA.

## UNMET NEEDS

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

- 43** Rent/Security Deposit Payments
- 28** Tax Preparation Assistance
- 21** Transitional Housing/Shelter
- 10** At Risk/Housing Related Assistance Programs
- 7** Community Shelters

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)	319
2-1-1 Rack Cards-English (LC)	300
2-1-1 Magnets (All Counties)	50
2-1-1 Rack Cards-Spanish (LC)	45
2-1-1 Brochure (All Counties)	30
2-1-1 Posters	29
Self-Sufficiency Guide (LC)	21
Food Resources-English (LC)	16
2-1-1 Brochure (LV)	8
Navigating Hard Times (LC)	7

LC: Lancaster County | LV: Lehigh Valley

## REFERRAL SOURCE

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

- 2,925** Prior Use
- 537** Friend/Relative
- 467** Agency/Organization
- 83** Flyer/Brochure/Poster
- 77** Newspaper