

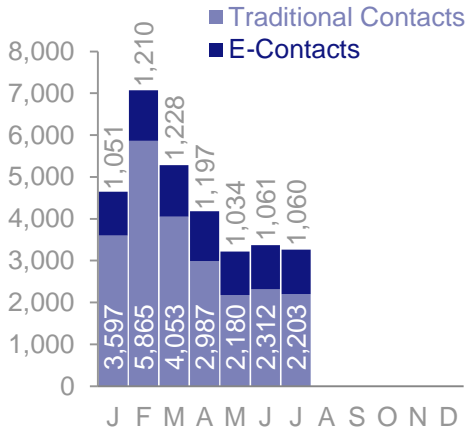
PENNSYLVANIA 2-1-1 EAST

JULY 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

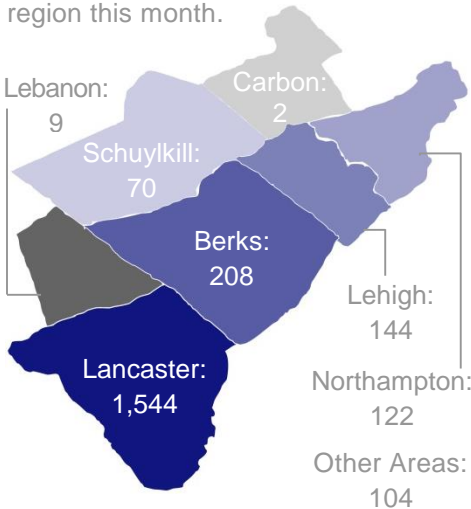
In July we experienced **3,263** total contacts.



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

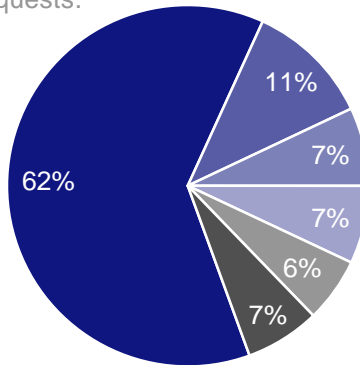
A comparison of male/female callers.



1% Undetermined

NEEDS REQUESTS

The total amount of problems/needs requests.



- **Basic Needs**
Clothing/Personal/Household: 99
Food/Meals: 131
Housing: 989
Utilities: 238
- **Support Services**
Income Support/Assistance: 110
Individual, Family & Community: 144
- **Information Services**
Information Services: 164
- **Medical/Mental Health Services**
Health Care: 110
Mental Health/Addictions: 53
- **Legal, Consumer & Public Safety**
Legal, Consumer & Public Safety: 135
- **All Other Needs**
Arts, Culture and Recreation: 6
Disaster: 2
Education: 22
Employment: 18
Other Government/Economic: 33
Transportation: 37
Volunteers/Donations: 38

REFERRAL SOURCE

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

- 442** Agency/Organization
- 334** Prior Use
- 105** Friend/Relative
- 24** Business/Employer
- 23** Medical Services

UNMET NEEDS

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

- 54** Rent Payment Assistance
- 51** Transitional Housing/Shelter
- 32** Electric Service Payment Assistance
- 24** Community Shelters
- 16** 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.

Total Materials Distributed: **897**

Where To Call Guide (LC)	367
2-1-1 Magnet	155
2-1-1 Rack Card-English (LC)	125
2-1-1 Rack Card-Spanish (LC)	50
Free Tax Promo Card (LC)	50
2-1-1 Brochure	39
Food Resources-English (LC)	33
Self-Sufficiency Guide (LC)	28
2-1-1 Poster-English	14
Navigating Hard Times (LC)	9

LC: Lancaster County

CLIENT COMMENT

"You have been a huge blessing; I have never gotten this much help from a company!" – recent 2-1-1 caller

Case Management,
Homeless Veterans,
Family Support Centers/
Outreach

