

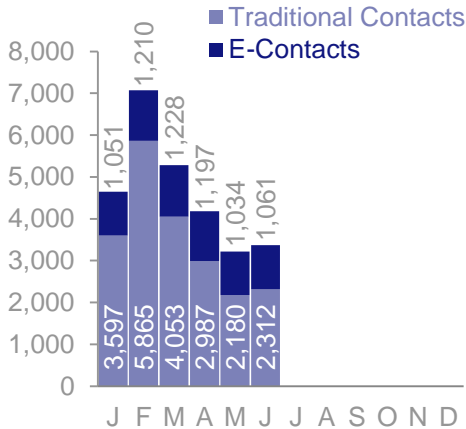
PENNSYLVANIA 2-1-1 EAST

JUNE 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

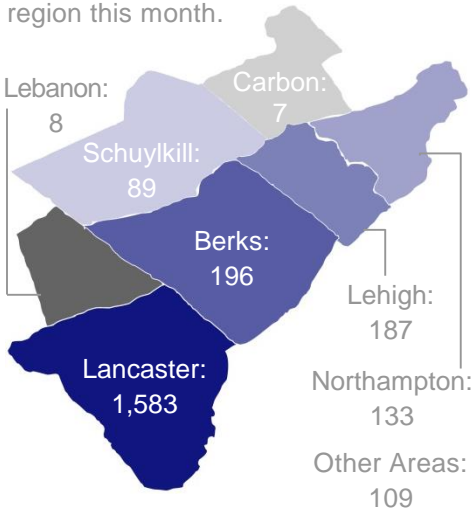
In June we experienced **3,373** total contacts.



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

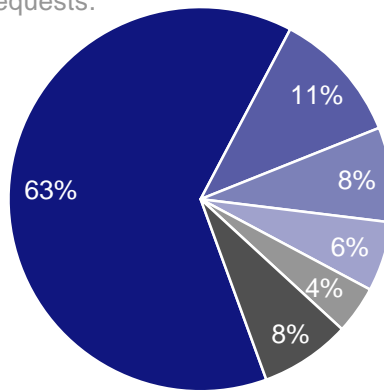
A comparison of male/female callers.



1% Undetermined

NEEDS REQUESTS

The total amount of problems/needs requests.



Basic Needs

Clothing/Personal/Household: 73
Food/Meals: 152
Housing: 1,020
Utilities: 277

Support Services

Income Support/Assistance: 121
Individual, Family & Community: 149

Information Services

Information Services: 192

Medical/Mental Health Services

Health Care: 82
Mental Health/Addictions: 59

Legal, Consumer & Public Safety

Legal, Consumer & Public Safety: 97

All Other Needs

Arts, Culture and Recreation: 14
Disaster: 1
Education: 5
Employment: 26
Other Government/Economic: 26
Transportation: 60
Volunteers/Donations: 51

UNMET NEEDS

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

- 67** Rent Payment Assistance
- 60** Transitional Housing/Shelter
- 42** Electric Service Payment Assistance
- 17** Community Shelters
- 11** 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)	564
2-1-1 Magnet	545
2-1-1 Rack Card-English (LC)	277
2-1-1 Rack Card-Spanish (LC)	100
Free Tax Promo Card (LC)	91
2-1-1 Brochure	43
Self-Sufficiency Guide (LC)	22
Food Resources-English (LC)	21
Navigating Hard Times (LC)	14
2-1-1 Poster-English	9

LC: Lancaster County

REFERRAL SOURCE

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

- 484** Agency/Organization
- 396** Prior Use
- 118** Friend/Relative
- 37** Business/Employer
- 34** Flyer/Brochure/Poster