

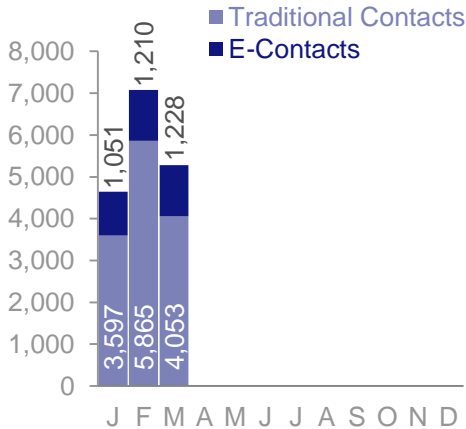
PENNSYLVANIA 2-1-1 EAST

MARCH 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@uwlancc.org.

CONTACT VOLUME

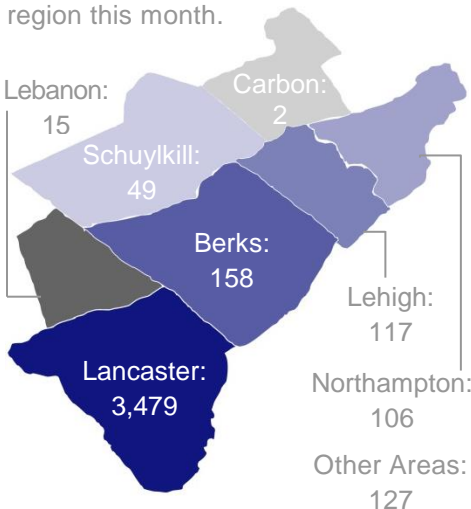
In March we experienced **5,281** total contacts.



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

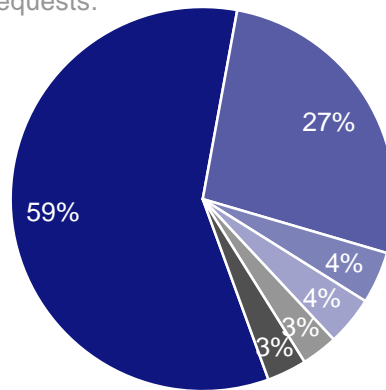
A comparison of male/female callers.



1% Undetermined

NEEDS REQUESTS

The total amount of problems/needs requests.



- **Support Services**
Income Support/Assistance: 2,243
(Includes Tax Preparation Assistance)
Individual, Family & Community: 89
- **Basic Needs**
Clothing/Personal/Household: 62
Food/Meals: 100
Housing: 703
Utilities: 199
- **Medical/Mental Health Services**
Health Care: 84
Mental Health/Addictions: 91
- **Information Services**
Information Services: 165
- **Legal, Consumer & Public Safety**
Legal, Consumer & Public Safety: 122
- **All Other Needs**
Arts, Culture and Recreation: 2
Disaster: 4
Education: 7
Employment: 23
Other Government/Economic: 29
Transportation: 41
Volunteers/Donations: 27

INCOME TAX ASSISTANCE

A total of **2,170** tax assistance needs were recorded. In Lancaster County, a total of **1,487** free tax appointments were scheduled for United Way VITA.

UNMET NEEDS

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

- 35** Rent Payment Assistance
- 31** Transitional Housing/Shelter
- 28** Tax Preparation Assistance
- 12** Rent Deposit Assistance
- 12** Water Service Payment 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)	1,063
2-1-1 Rack Cards-English (LC)	225
2-1-1 Magnets (All Counties)	195
2-1-1 Rack Cards-Spanish (LC)	75
Food Resources-English (LC)	37
2-1-1 Brochure (All Counties)	25
Self-Sufficiency Guide (LC)	13
Navigating Hard Times (LC)	12
Support Groups (LC)	7
Teen Guide (LC)	6

LC: Lancaster County

REFERRAL SOURCE

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

- 1,586** Prior Use
- 448** Agency/Organization
- 337** Friend/Relative
- 68** Newspaper
- 66** Electronic Media