

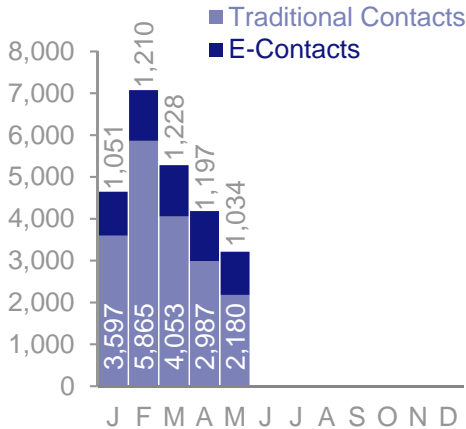
# PENNSYLVANIA 2-1-1 EAST

MAY 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

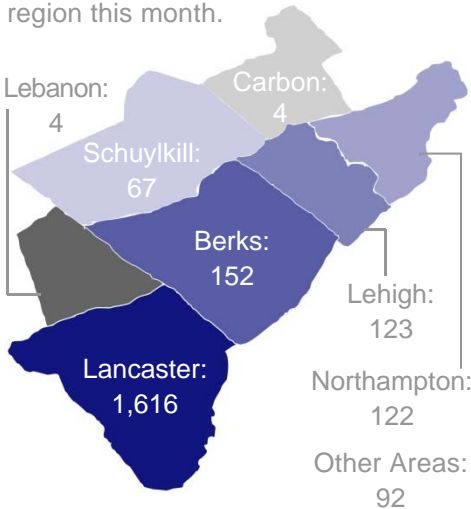
In May we experienced **3,214** total contacts.



Traditional Contacts: Phone  
E-Contacts: Website Searches

## CONTACTS BY COUNTY

The number of contacts received from the counties served by our region this month.



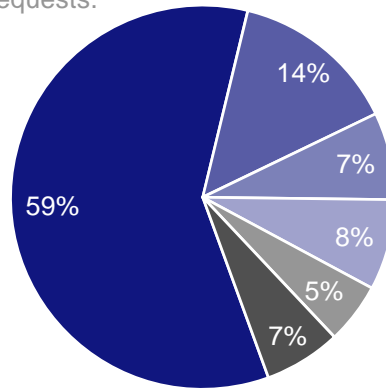
## GENDER

A comparison of male/female callers.



## NEEDS REQUESTS

The total amount of problems/needs requests.



- Basic Needs**  
 Clothing/Personal/Household: 65  
 Food/Meals: 96  
 Housing: 845  
 Utilities: 268
- Support Services**  
 Income Support/Assistance: 160  
 Individual, Family & Community: 142
- Information Services**  
 Information Services: 158
- Medical/Mental Health Services**  
 Health Care: 91  
 Mental Health/Addictions: 73
- Legal, Consumer & Public Safety**  
 Legal, Consumer & Public Safety: 110
- All Other Needs**  
 Arts, Culture and Recreation: 10  
 Disaster: 1  
 Education: 17  
 Employment: 19  
 Other Government/Economic: 24  
 Transportation: 46  
 Volunteers/Donations: 22

## UNMET NEEDS

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

- 52** Transitional Housing/Shelter
- 51** Rent Payment Assistance
- 20** Electric Service Payment Assistance
- 18** Rent Deposit Assistance
- 12** Gas 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.

2-1-1 Rack Card-Spanish (LC)	672
2-1-1 Magnet	295
Where To Call Guide (LC)	253
2-1-1 Rack Card-English (LC)	177
2-1-1 Brochure	38
Food Resources-English (LC)	38
Self-Sufficiency Guide (LC)	23
Navigating Hard Times (LC)	14
Free Tax Promo Card (LC)	6
2-1-1 Poster-English	3

LC: Lancaster County | LV: Lehigh Valley

## REFERRAL SOURCE

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

- 401** Agency/Organization
- 376** Prior Use
- 86** Friend/Relative
- 38** Flyer/Brochure/Poster
- 32** Electronic Media