

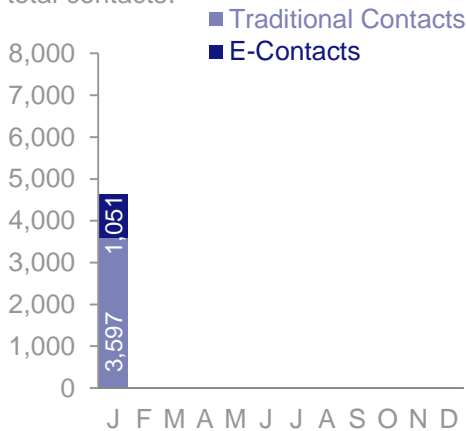
# PENNSYLVANIA 2-1-1 EAST

JANUARY 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

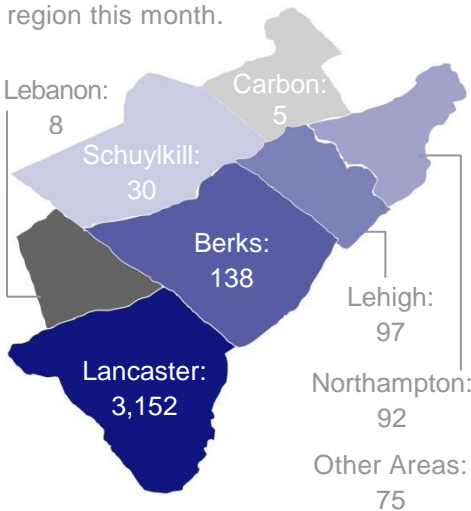
In January we experienced **4,648** total contacts.



Traditional Contacts: Phone  
E-Contacts: Website Searches

## CONTACTS BY COUNTY

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



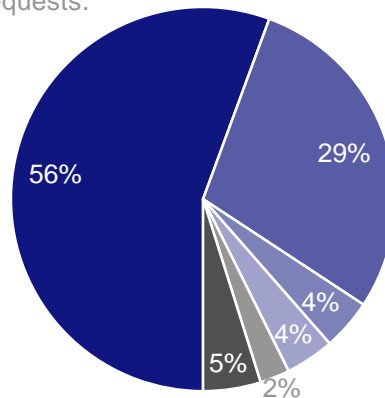
## GENDER

A comparison of male/female callers.



## NEEDS REQUESTS

The total amount of problems/needs requests.



- **Support Services**  
Income Support/Assistance: 1,758  
(Includes Tax Preparation Assistance)  
Individual, Family & Community: 111
- **Basic Needs**  
Clothing/Personal/Household: 49  
Food/Meals: 101  
Housing: 663  
Utilities: 150
- **Information Services**  
Information Services: 144
- **Medical/Mental Health Services**  
Health Care: 78  
Mental Health/Addictions: 60
- **Legal, Consumer & Public Safety**  
Legal, Consumer & Public Safety: 84
- **All Other Needs**  
Arts, Culture and Recreation: 7  
Disaster: 3  
Education: 14  
Employment: 26  
Other Government/Economic: 30  
Transportation: 38  
Volunteers/Donations: 45

## INCOME TAX ASSISTANCE

A total of **1,703** tax assistance needs were recorded. In Lancaster County, a total of **1,161** free tax appointments were scheduled for United Way VITA.

## UNMET NEEDS

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

- 58** Rent/Security Deposit Payments
- 57** Transitional Housing/Shelter
- 32** Tax Preparation Assistance
- 11** Community Shelters
- 7** Residential Snow Shoveling

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)	219
2-1-1 Magnets (All Counties)	100
2-1-1 Rack Cards-Spanish (LC)	100
2-1-1 Brochure (All Counties)	35
Food Resources-English (LC)	29
2-1-1 Rack Cards-English (LC)	25
Navigating Hard Times (LC)	13
Self-Sufficiency Guide (LC)	13
2-1-1 Brochure (LV)	7
Support Groups List (LC)	6

LC: Lancaster County | LV: Lehigh Valley

## REFERRAL SOURCE

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

- 1,558** Prior Use
- 390** Agency/Organization
- 213** Friend/Relative
- 45** Electronic Media
- 43** Flyer/Brochure/Poster