

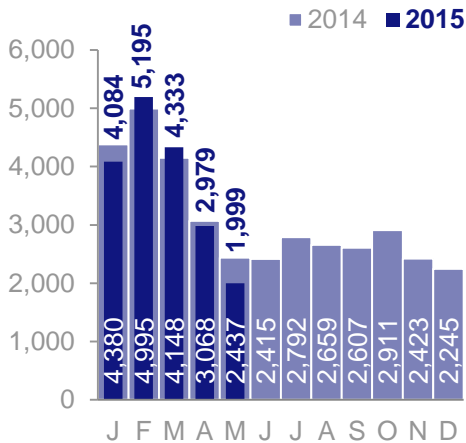
PENNSYLVANIA 2-1-1 EAST

MAY 2015
REGIONAL REPORT

2-1-1 captures data on all contacts received in our center. This data generally includes: caller's county of residence, gender, presenting needs and top program referrals for our region. Active counties currently consist of Berks, Lancaster, Lehigh and Northampton.

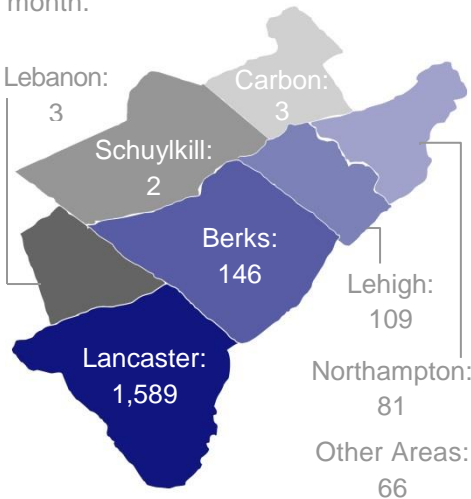
CONTACT VOLUME

In May we experienced **1,999** total contacts.



CONTACTS BY COUNTY

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



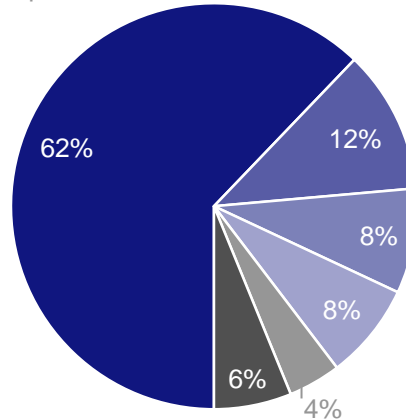
GENDER

A comparison of male/female callers.



NEEDS REQUESTS

The total amount of problems/needs requests.



Basic Needs

- Clothing/Personal/Household: 52
- Food/Meals: 92
- Housing: 808
- Utilities: 206

Support Services

- Income Support/Assistance: 129
- Individual, Family & Community: 84

Information Services

- Information Services: 156

Medical/Mental Health Services

- Health Care: 93
- Mental Health/Addictions: 80

Legal, Consumer & Public Safety

- Legal, Consumer & Public Safety: 78

All Other Needs

- Arts, Culture and Recreation: 7
- Disaster: 1
- Education: 8
- Employment: 14
- Other Government/Economic: 32
- Transportation: 35
- Volunteers/Donations: 18

UNMET NEEDS

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

- 150** Rent/Security Deposit Payments
- 38** Transitional Housing/Shelter
- 14** Utility Assistance
- 10** Community Shelters
- 9** Homeless Financial Assistance Programs

Reasons often include that the program is at capacity or the caller is ineligible/already used available resources.

AGENCY REFERRALS

The top referrals to agencies within PA 2-1-1 East's region.

- Tabor Community Services
- PA Department of Human Services
- Salvation Army Lancaster
- LHOP (Housing Search)
- Catholic Charities, Lehigh/Northampton
- Water Street Ministries
- United Way (2-1-1 Publications)
- Salvation Army of Lehigh Valley Area
- Lancaster County Council of Churches
- AIRS (Nationwide 2-1-1 Search)

REFERRAL SOURCE

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

- 341** Agency/Organization
- 241** Prior Use
- 72** Friend/Relative
- 23** Electronic Media
- 15** 2-1-1 Publication