

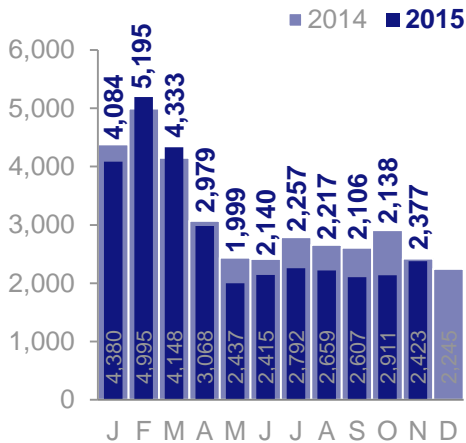
# PENNSYLVANIA 2-1-1 EAST

NOVEMBER 2015  
REGIONAL REPORT

This report reflects statistics compiled from calls answered by the Lancaster call center staff. If you have any questions or comments about this report, please contact us at 2-1-1 or by email at 211@uwlanc.org.

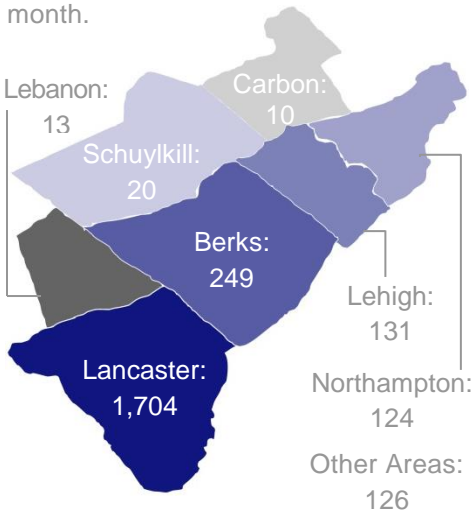
## CONTACT VOLUME

In November we experienced **2,377** total contacts.



## CONTACTS BY COUNTY

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



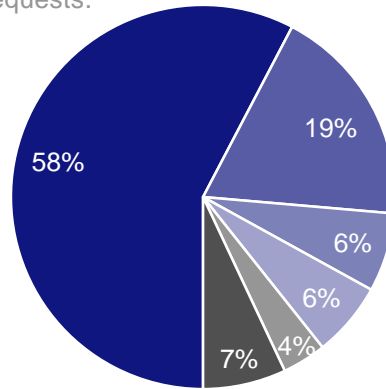
## GENDER

A comparison of male/female callers.



## NEEDS REQUESTS

The total amount of problems/needs requests.



- Basic Needs**  
 Clothing/Personal/Household: 67  
 Food/Meals: 124  
 Housing: 890  
 Utilities: 230
- Support Services**  
 Income Support/Assistance: 96  
 Individual, Family & Community: 329  
*(Includes Holiday Programs)*
- Information Services**  
 Information Services: 151
- Medical/Mental Health Services**  
 Health Care: 102  
 Mental Health/Addictions: 41
- Legal, Consumer & Public Safety**  
 Legal, Consumer & Public Safety: 84
- All Other Needs**  
 Arts, Culture and Recreation: 5  
 Disaster: 0  
 Education: 17  
 Employment: 21  
 Other Government/Economic: 21  
 Transportation: 41  
 Volunteers/Donations: 54

## UNMET NEEDS

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

- 139** Rent/Security Deposit Payments
- 34** Transitional Housing/Shelter
- 32** Thanksgiving Baskets
- 28** Utility Assistance
- 27** Holiday Gifts/Toys

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.

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

## REFERRAL SOURCE

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

- 414** Agency/Organization
- 299** Prior Use
- 88** Friend/Relative
- 39** Electronic Media
- 19** Flyer/Brochure/Poster