

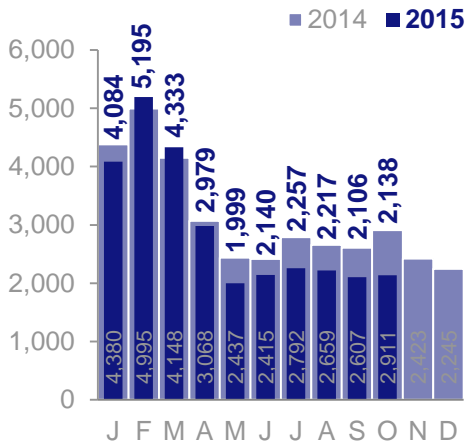
# PENNSYLVANIA 2-1-1 EAST

OCTOBER 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.

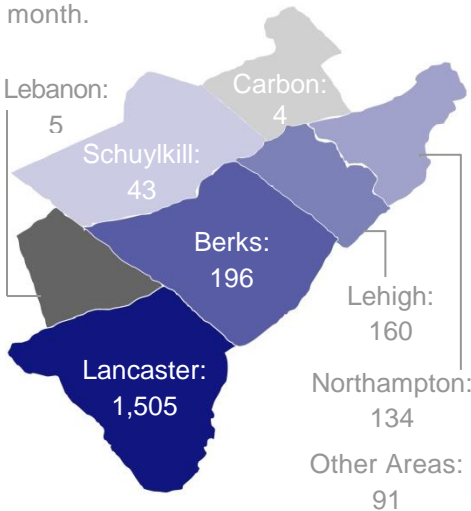
## CONTACT VOLUME

In October we experienced **2,138** total contacts.



## CONTACTS BY COUNTY

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



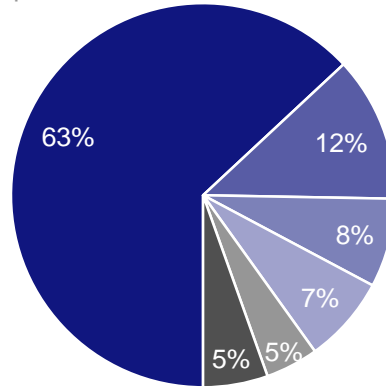
## GENDER

A comparison of male/female callers.



## NEEDS REQUESTS

The total amount of problems/needs requests.



- Basic Needs**  
Clothing/Personal/Household: 73  
Food/Meals: 150  
Housing: 987  
Utilities: 306
- Support Services**  
Income Support/Assistance: 112  
Individual, Family & Community: 182
- Medical/Mental Health Services**  
Health Care: 116  
Mental Health/Addictions: 64
- Information Services**  
Information Services: 176
- Legal, Consumer & Public Safety**  
Legal, Consumer & Public Safety: 107
- All Other Needs**  
Arts, Culture and Recreation: 7  
Disaster: 1  
Education: 21  
Employment: 20  
Other Government/Economic: 18  
Transportation: 39  
Volunteers/Donations: 25

## UNMET NEEDS

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

- 90** Rent/Security Deposit Payments
- 64** Transitional Housing/Shelter
- 42** Utility Assistance
- 20** Community Shelters
- 10** At-Risk/Homeless Housing Related Assistance

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
- Salvation Army Lancaster
- Catholic Charities, Lehigh/Northampton
- LHOP (Housing Search)
- United Way (2-1-1 Publications)
- Water Street Ministries
- Opportunity House
- Lancaster County Council of Churches
- City of Reading

## REFERRAL SOURCE

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

- 404** Agency/Organization
- 321** Prior Use
- 99** Friend/Relative
- 36** Flyer/Brochure/Poster
- 30** Electronic Media