

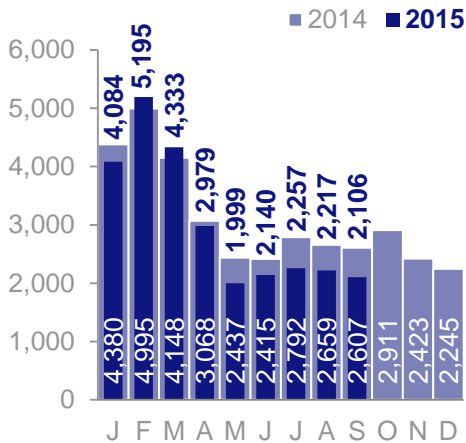
PENNSYLVANIA 2-1-1 EAST

SEPTEMBER 2015
REGIONAL REPORT

This report reflects statistics compiled from the statewide 2-1-1 system. If you have any questions or comments about this report, please contact us at 2-1-1 or by email at 211@uwlanc.org.

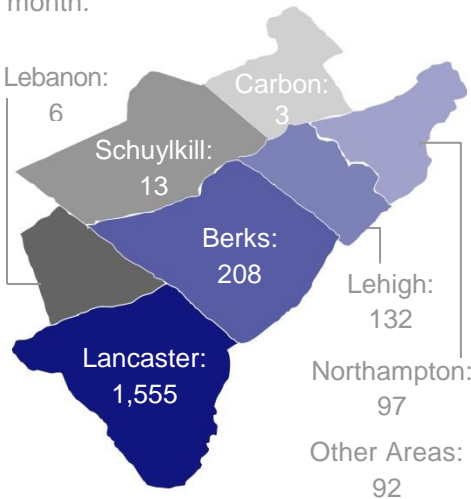
CONTACT VOLUME

In September we experienced **2,106** total contacts.



CONTACTS BY COUNTY

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



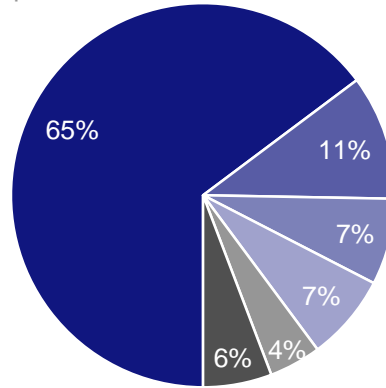
GENDER

A comparison of male/female callers.



NEEDS REQUESTS

The total amount of problems/needs requests.



- Basic Needs**
Clothing/Personal/Household: 77
Food/Meals: 111
Housing: 981
Utilities: 265
- Support Services**
Income Support/Assistance: 107
Individual, Family & Community: 126
- Medical/Mental Health Services**
Health Care: 107
Mental Health/Addictions: 54
- Information Services**
Information Services: 161
- Legal, Consumer & Public Safety**
Legal, Consumer & Public Safety: 97
- All Other Needs**
Arts, Culture and Recreation: 6
Disaster: 0
Education: 17
Employment: 18
Other Government/Economic: 16
Transportation: 37
Volunteers/Donations: 37

UNMET NEEDS

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

- 153** Rent/Security Deposit Payments
- 74** Transitional Housing/Shelter
- 41** Utility Assistance
- 23** Community Shelters
- 10** Undesignated Temporary Financial 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
- AIRS (2-1-1 Call Center Search)

REFERRAL SOURCE

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

- 408** Agency/Organization
- 285** Prior Use
- 108** Friend/Relative
- 28** Flyer/Brochure/Poster
- 22** Electronic Media