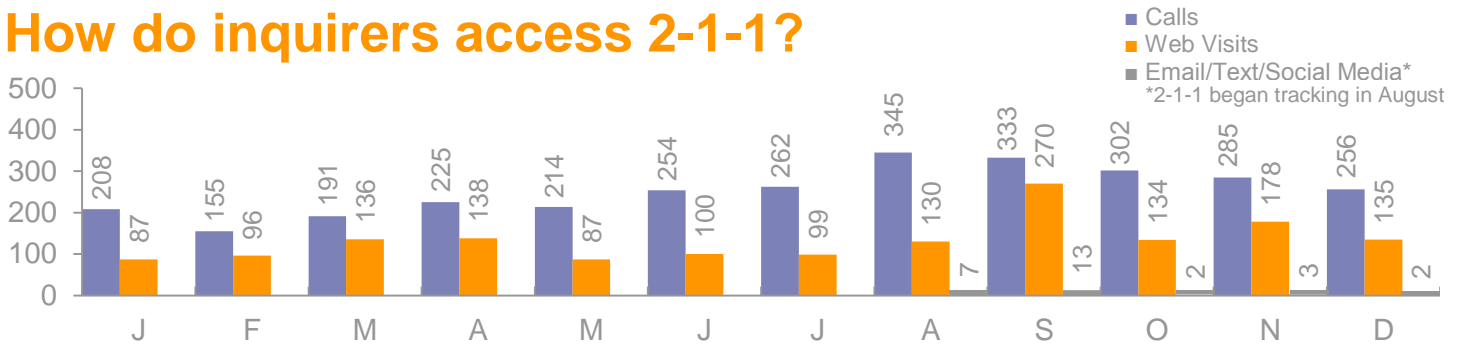


PENNSYLVANIA 2-1-1 EAST

DECEMBER 2016
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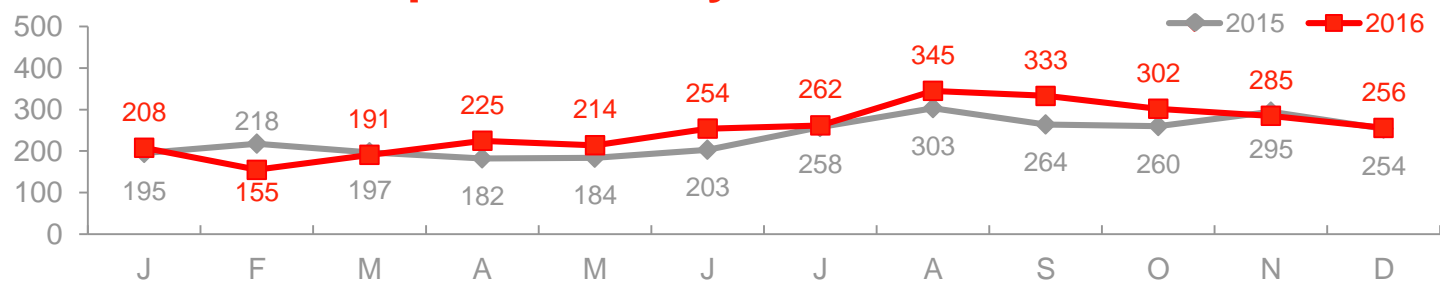
If you have any questions or comments about this report, please contact us at 2-1-1 or by email at 211@uwlancc.org.

How do inquirers access 2-1-1?



This month, 2-1-1 provided resource information **393** times to people who visited our website, called, text messaged, utilized our social media platforms, and emailed.

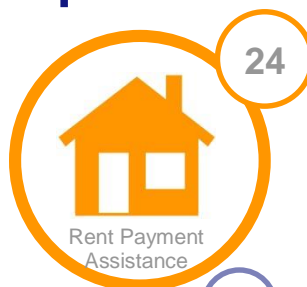
How do we compare to last year?



This month, 2-1-1 received **256** calls for health and human services. This resulted in a **10.18%** decrease in calls over last month and a **0.79%** increase over the same month last year.

What needs do 2-1-1 inquirers have?

TOP
CALLER
NEEDS **5**



2-1-1 specialists recorded a **total of 292** caller needs. The top 5 needs displayed represents **31%** of the total requests.

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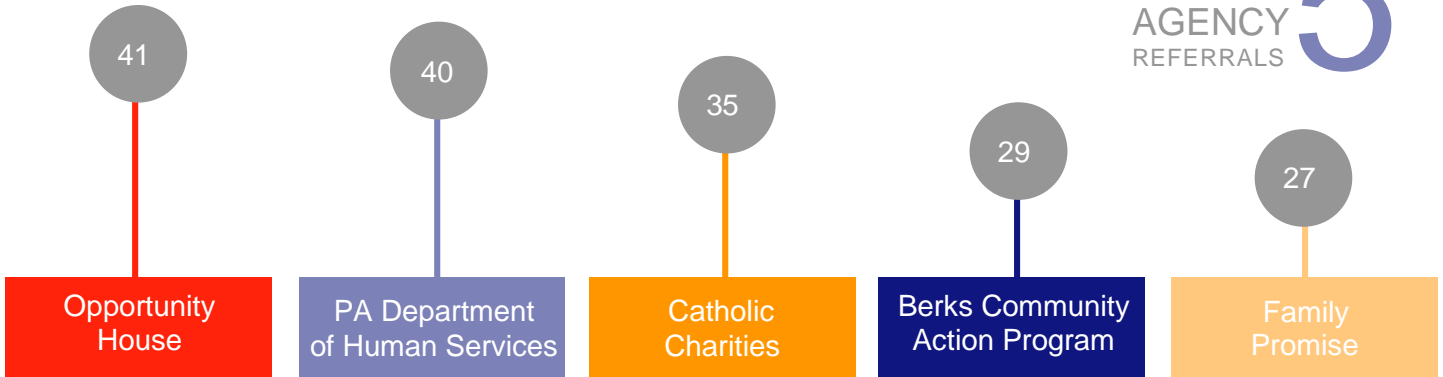
PENNSYLVANIA 2-1-1 EAST

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What referrals do inquirers receive?

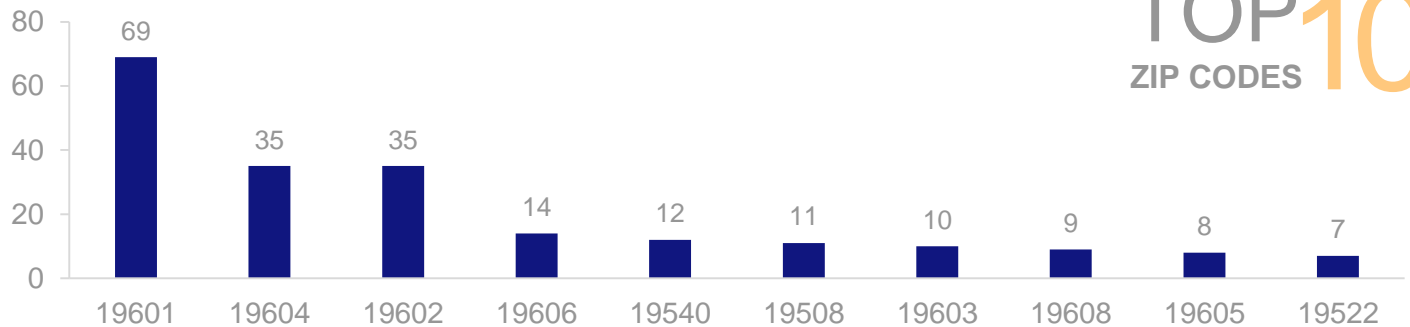
TOP 5
AGENCY
REFERRALS



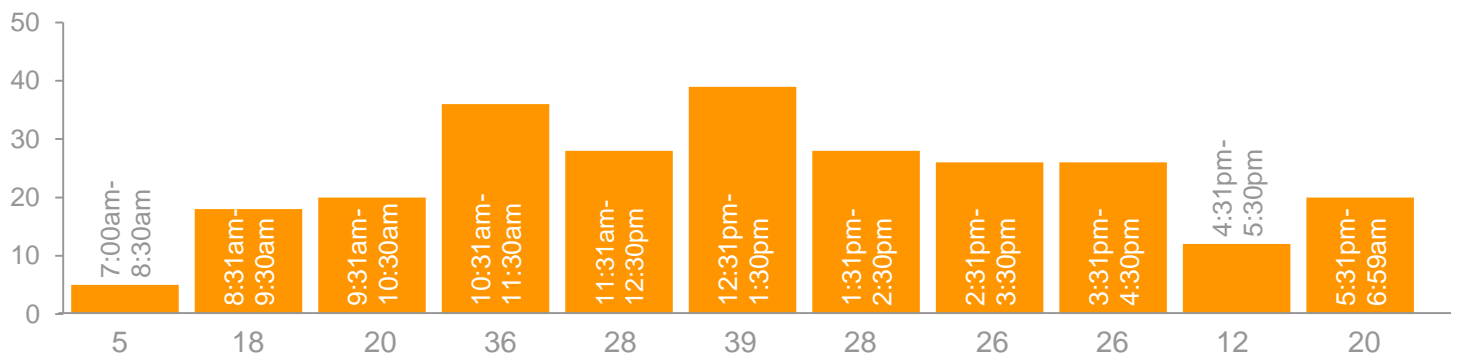
2-1-1 made referrals to **139** programs/services through **92** individual agencies that serve Berks County residents.

Where do 2-1-1 inquirers live?

TOP 10
ZIP CODES



When do inquirers reach 2-1-1?



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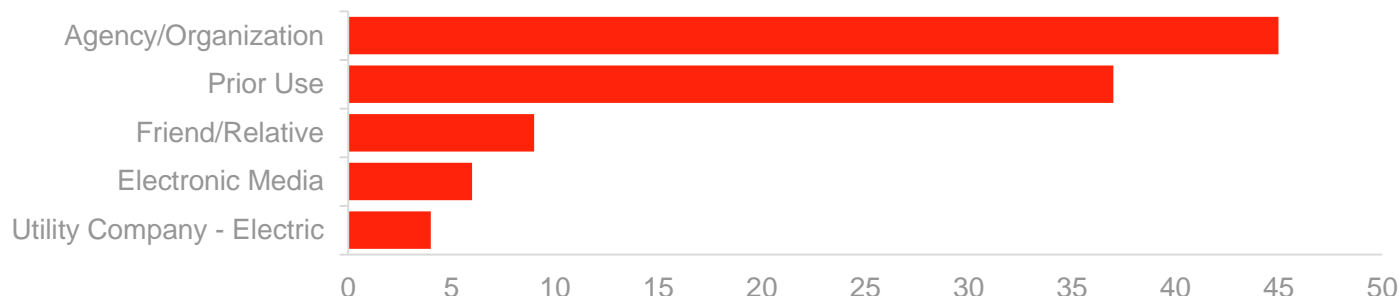


PENNSYLVANIA 2-1-1 EAST

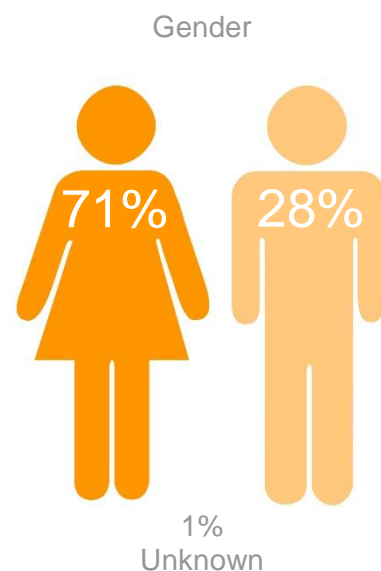
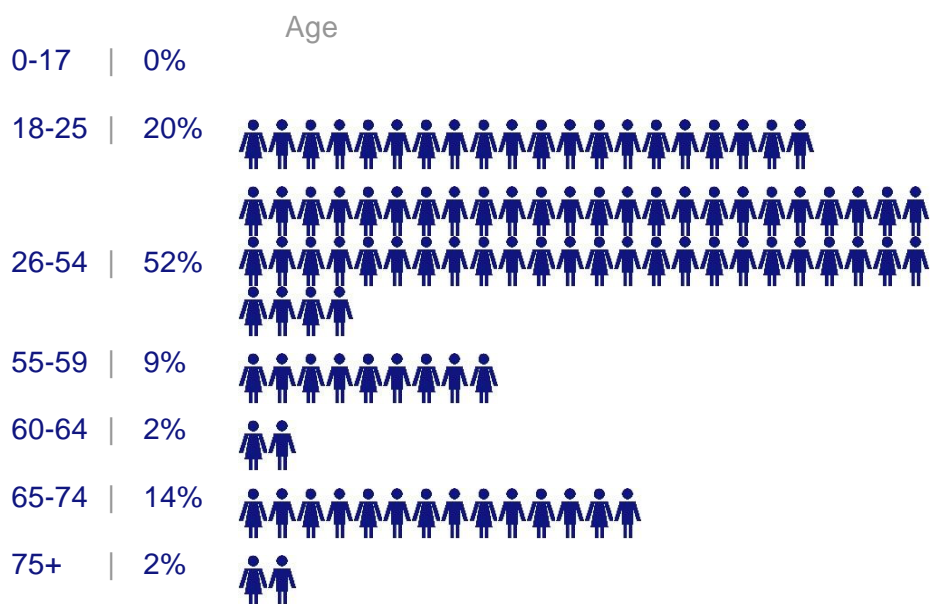
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How did inquirers hear about 2-1-1?



Who is contacting 2-1-1?



What are potential service gaps?

There are times when a specialist is not able to refer for the inquirer's specific need.

This may occur when the agencies that provide a certain type of assistance are out of funds or when a client is deemed ineligible. When a need is recorded as "unmet", the 2-1-1 specialist explores other resources and services that may be of assistance.

Top unmet needs

| | |
|-------------------------------------------------|---|
| Holiday Gifts/Toys..... | 3 |
| Heating Fuel Payment Assistance | 2 |
| Christmas Trees | 2 |
| Community Shelters | 2 |
| Identification Card Fee Payment Assistance..... | 2 |

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