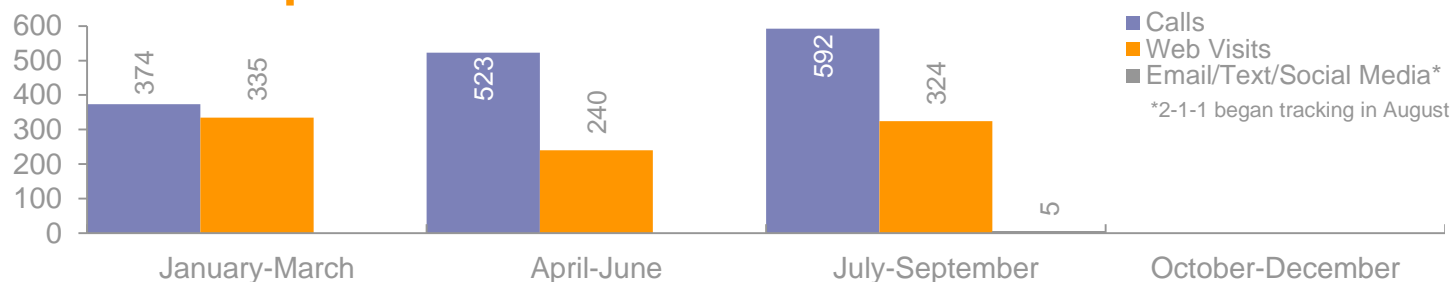


# PENNSYLVANIA 2-1-1 EAST

3<sup>RD</sup> QUARTER 2016  
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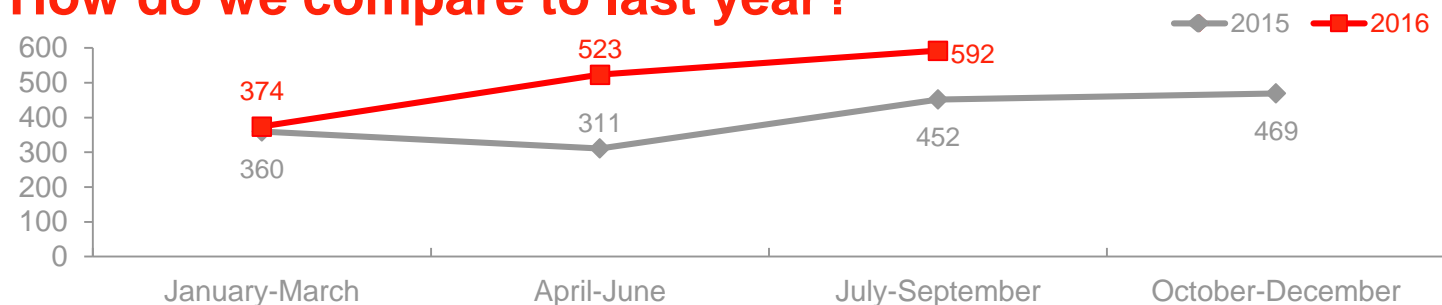
If you have any questions or comments about this report, please contact us at 2-1-1 or by email at 211@uwlanc.org.

## How do inquirers access 2-1-1?



This quarter, 2-1-1 provided resource information **921** times to people who visited our website, called, text messaged, utilized our social media platforms, and emailed.

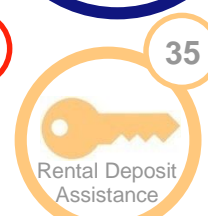
## How do we compare to last year?



This quarter, 2-1-1 received **592** calls for health and human services. This resulted in a **13.19%** increase in calls over last quarter and a **30.97%** increase over the same quarter last year.

## What needs do 2-1-1 inquirers have?

TOP  
CALLER  
NEEDS **5**



2-1-1 specialists recorded a **total of 853** caller needs. The top 5 needs displayed represent **33%** of the total requests.

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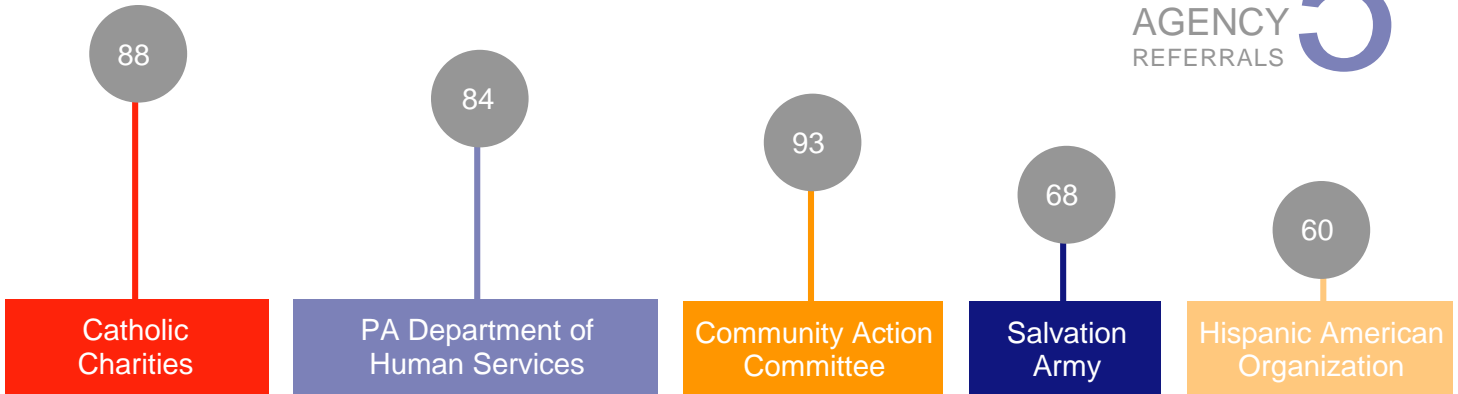
# PENNSYLVANIA 2-1-1 EAST

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## What referrals do inquirers receive?

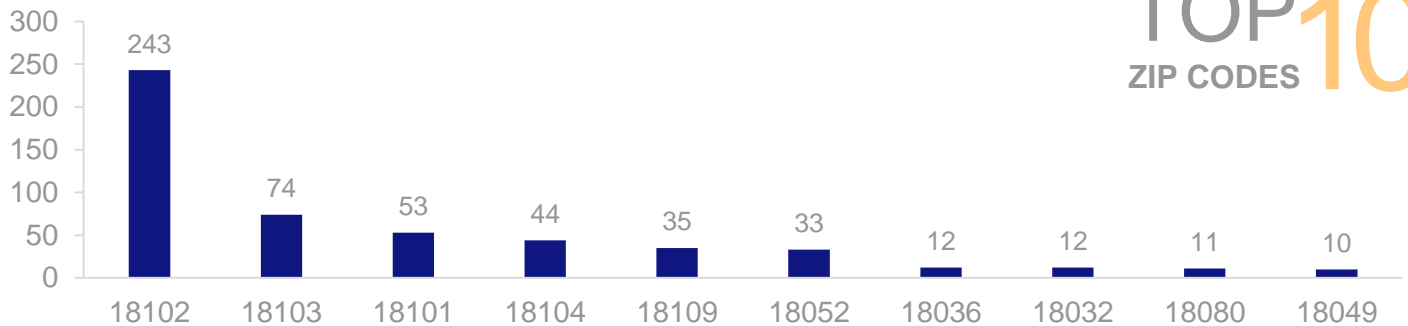
TOP 5  
AGENCY  
REFERRALS



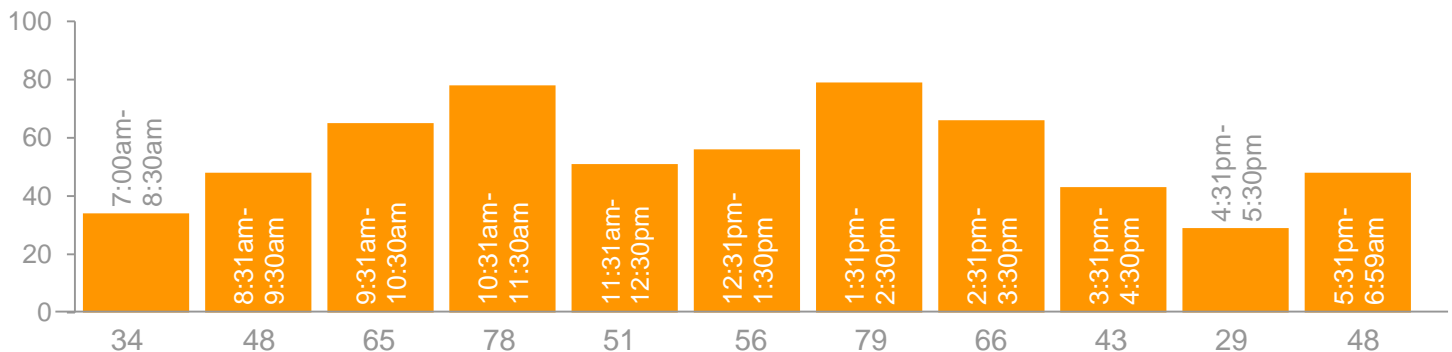
2-1-1 made referrals to **275** programs/services through **179** individual agencies that serve Lehigh County residents.

## Where do 2-1-1 inquirers live?

TOP 10  
ZIP CODES



## When do inquirers reach 2-1-1?



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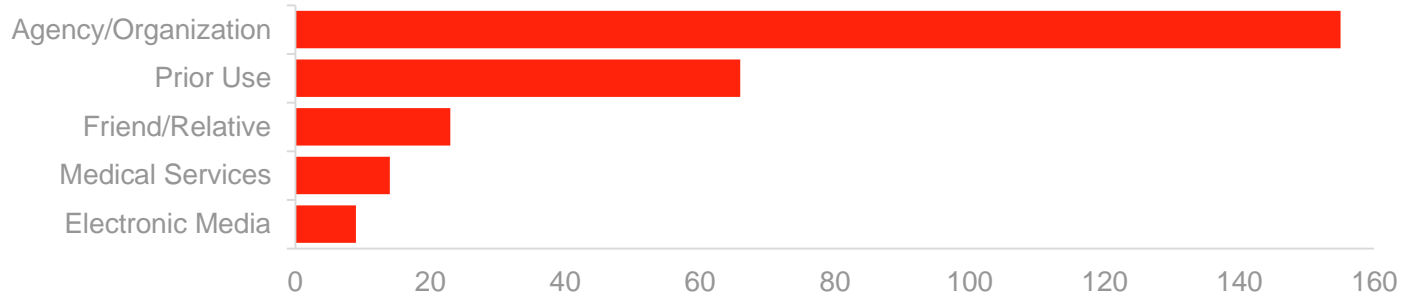


# PENNSYLVANIA 2-1-1 EAST

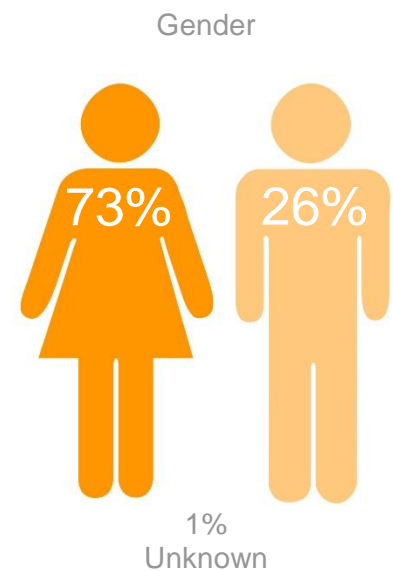
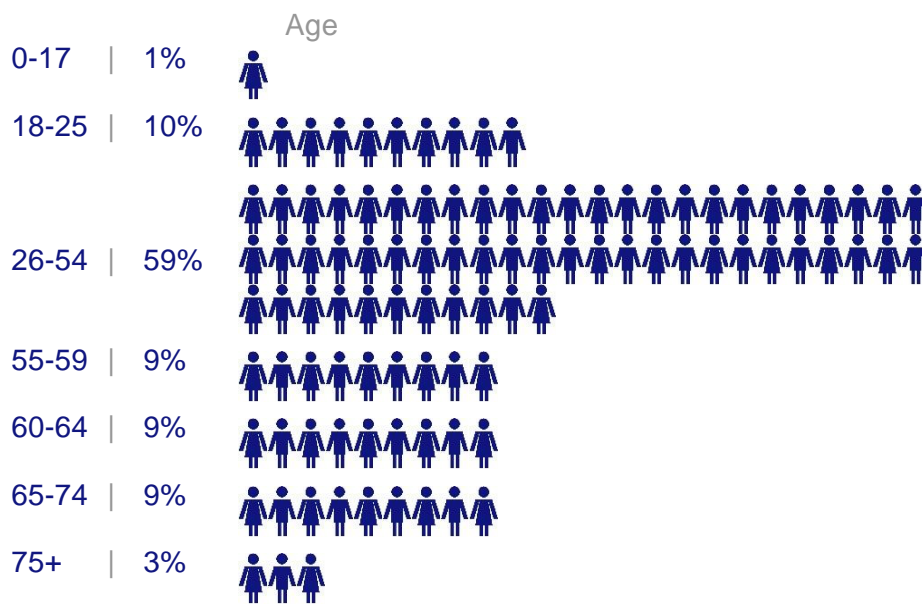
3<sup>RD</sup> QUARTER 2016  
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## How did inquirers hear about 2-1-1?



## 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

|                                     |    |
|-------------------------------------|----|
| Community Shelters                  | 18 |
| Electric Service Payment Assistance | 18 |
| Rent Payment Assistance             | 8  |
| Transitional Housing/Shelter        | 5  |
| Gas Service Payment Assistance      | 3  |

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