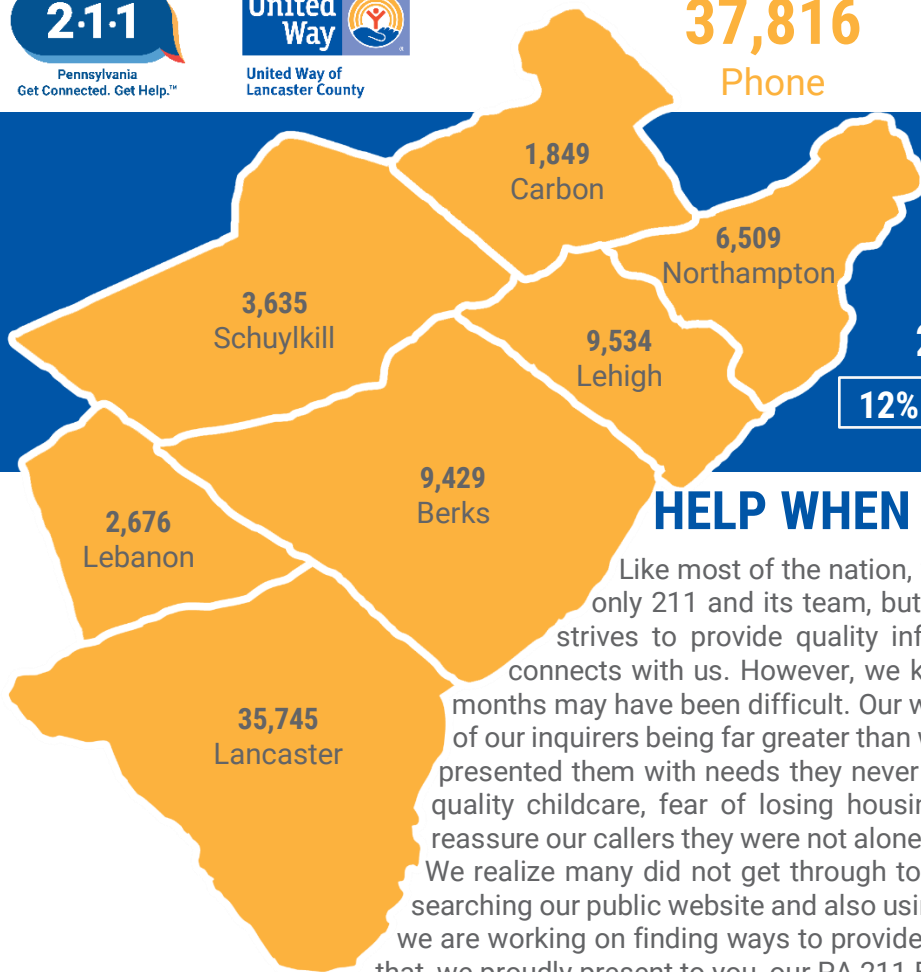




37,816
Phone

1,173
Electronic Media

30,388
Web Searches



69,377

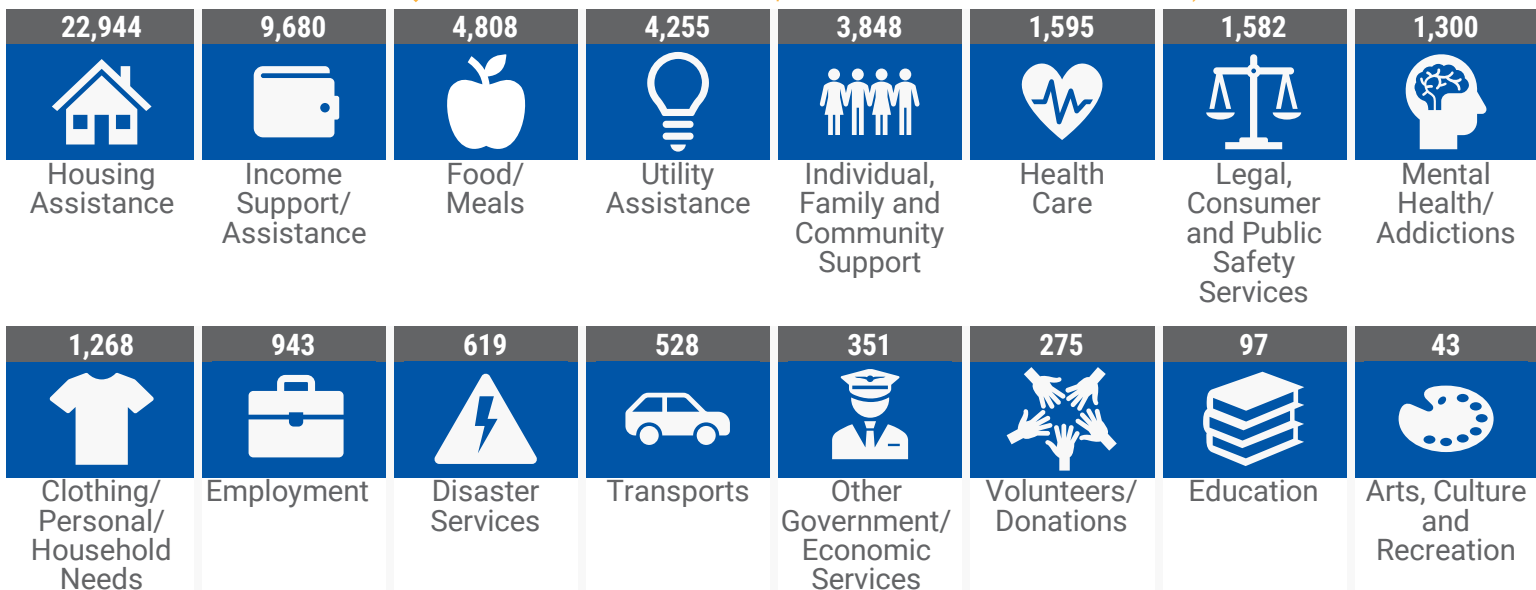
2020 TOTAL CONTACT VOLUME

12% INCREASE AS COMPARED TO 2019

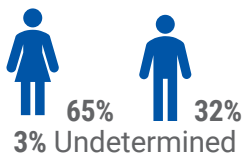
HELP WHEN YOU NEEDED IT MOST

Like most of the nation, 2020 presented a unique set of challenges for not only 211 and its team, but also for the communities we serve. PA 211 East strives to provide quality information and referral services to everyone that connects with us. However, we know that at times, simply reaching us these past months may have been difficult. Our wait times have increased, largely due to the needs of our inquirers being far greater than we have ever experienced. For many, this past year presented them with needs they never thought they would have - affording food, finding quality childcare, fear of losing housing - the list goes on. Staff worked very hard to reassure our callers they were not alone and could reach out to 211 for help anytime, 24/7. We realize many did not get through to the center, but were still able to find services by searching our public website and also using our social media platforms. Please be assured, we are working on finding ways to provide more support and capacity moving forward. With that, we proudly present to you, our PA 211 East Annual Report.

TOTAL NEEDS REQUESTED (Note: Not pictured below are 2,135 needs for Information Services for inquirers needing referrals to other 211 and Specialized Information and Referral Services)



GENDER AND AGE DEMOGRAPHICS



Teens	3%	50's	22%
20's	17%	60's	17%
30's	19%	70's	5%
40's	16%	80's+	1%

PARTNERS

- United Way of Lancaster County (direct service)
- United Way of Berks County
- United Way of the Greater Lehigh Valley
- United Way of Lebanon County
- Schuylkill United Way