Your service is so wonderful, I give almost every family I talk to, your number.
- 211 Caller

As part of a state-wide system, PA 211 East answered an additional 372 calls from persons residing in other counties.

**Contact Volume**
- 3,525 Phone Contacts
- 3,389 Website Searches
- 101 Emails/Texts/Social Media

**Top Needs**
- 2,297 Housing Assistance
- 1,430 Income Support/Assistance
- 392 Utility Assistance
- 219 Health Care
- 186 Food/Meals

**Top Unmet Needs**
- 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 211 specialist explores other resources and services that may be of assistance.

**VITA Programs/Tax Preparation Assistance** ............. 438
**Community Shelters/Transitional Housing** ............. 106
**Rent Payment Assistance** ................................ 27
**Homeless Motel Vouchers/Motel Bill Payment** ........... 12
**Domestic Violence Hotlines** (refused resource) ........ 6

**Demographics**
- **Gender**
  - Female: 68%
  - Male: 29%
  - Undetermined: 3%

- **Age**
  - Teens: 1%
  - 20's: 14%
  - 30's: 19%
  - 40's: 17%
  - 50's: 25%
  - 60's: 18%
  - 70's+: 6%

**Area Served**
- **Volume by County**
  - Berks: 330
  - Carbon: 62
  - Lancaster: 2,400
  - Lebanon: 87
  - Lehigh: 362
  - Northampton: 263
  - Schuylkill: 137
TOP AGENCY REFERRALS

United Way of Lancaster County (VITA Program) ................................................................. 936
Pennsylvania Department of Human Services ................................................................. 540
Eastern Pennsylvania Continuum of Care ................................................................. 318
Catholic Charities - Lehigh/Northampton Administrative Office ....................................... 284
Pennsylvania Housing Finance Agency ................................................................. 235
Emergency Rental Assistance Program (Lancaster) ......................................................... 215
Tabor Community Services, Inc. (Lancaster) ................................................................. 198
New Bethany Ministries (Lehigh Valley) ................................................................. 174
Salvation Army - Lancaster ......................................................................................... 165
Hispanic American Organization (Lehigh Valley) ......................................................... 128