



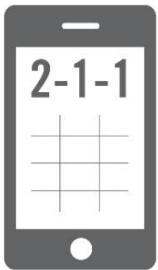
PA 211 EAST REGIONAL REPORT MARCH 2021



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



CONTACT VOLUME



3,525
PHONE
CONTACTS



3,389
WEBSITE
SEARCHES



101
EMAILS/TEXTS/
SOCIAL MEDIA

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

TOP NEEDS



2,297
HOUSING
ASSISTANCE



1,430
INCOME SUPPORT/
ASSISTANCE



392
UTILITY
ASSISTANCE



219
HEALTH
CARE



186
FOOD/
MEALS

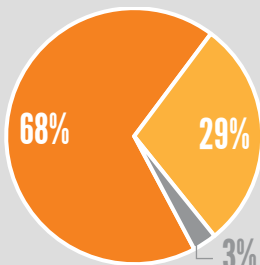
TOP UNMET NEEDS

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

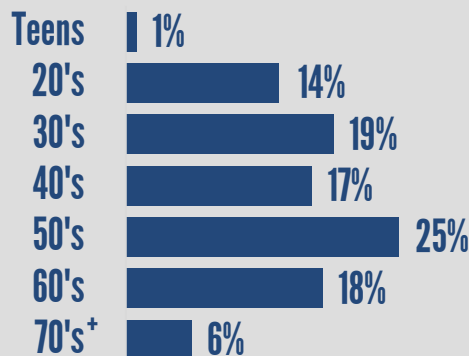
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



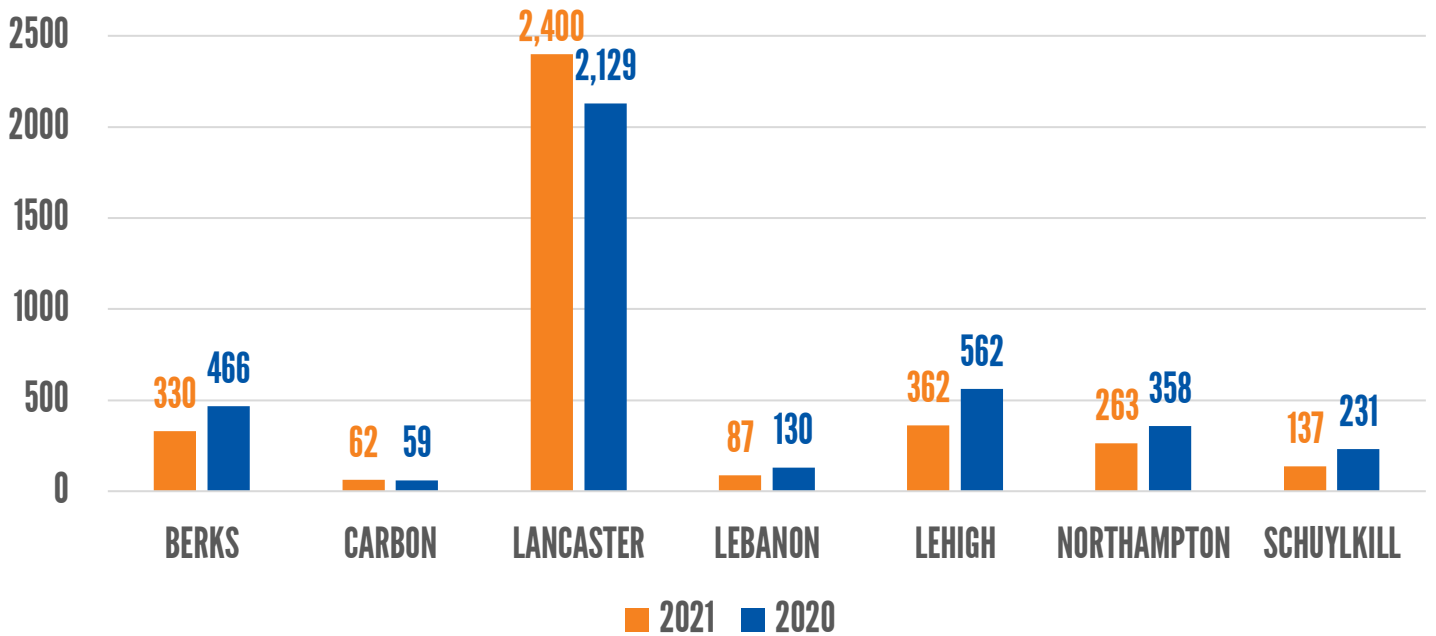
AREA SERVED

VOLUME BY COUNTY

(Phone/Text/Email/Social Media)

BERKS	330
CARBON	62
LANCASTER	2,400
LEBANON	87
LEHIGH	362
NORTHAMPTON	263
SCHUYLKILL	137

PRIOR YEAR VOLUME COMPARISON



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