"Thank you so much, you have been a blessing to me...you don’t know how much you just helped me." - 211 Caller

**CONTACT VOLUME**

- **2,492** PHONE CONTACTS
- **3,024** WEBSITE SEARCHES
- **76** EMAILS/TEXTS/SOCIAL MEDIA

As part of a state-wide system, PA 211 East answered an additional **311** calls from persons residing in other counties.

**TOP NEEDS**

- **2,934** HOUSING ASSISTANCE
- **678** INCOME SUPPORT/ASSISTANCE
- **662** UTILITY ASSISTANCE
- **357** FOOD/MEALS
- **190** HEALTH CARE

**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** ........... 112
- **Community Shelters/Transitional Housing** ........ 77
- **Rent Payment Assistance** ................................. 10
- **Homeless Motel Vouchers/Motel Bill Payment** ......... 9
- **Automobile Payment Assistance** .......................... 6

**DEMOGRAPHICS**

**AGE**

- **Teens** ........................... 3%
- **20’s** ............................. 17%
- **30’s** ............................. 22%
- **40’s** ............................. 12%
- **50’s** ............................. 24%
- **60’s** ............................. 16%
- **70’s +** ........................... 5%

**GENDER**

- **65%** ............................... FEMALE
- **31%** ............................... MALE
- **4%** ................................. UNDETERMINED

**AREA SERVED**

**VOLUME BY COUNTY**

(Phone/Text/Email/Social Media)

- **BERKS** ............................ 345
- **CARBON** ........................... 37
- **LANCASTER** ....................... 1,472
- **LEBANON** .......................... 76
- **LEHIGH** ............................ 313
- **NORTHAMPTON** .................. 217
- **SCHUYLKILL** ...................... 118

PA 211 EAST • 1910 HARRINGTON DRIVE • LANCASTER, PA 17601 • PHONE: 211 • WEB: PA211EAST.ORG
### PRIOR YEAR VOLUME COMPARISON

![Bar chart comparing volume of referrals for agencies in various counties in 2021 and 2020.]

### TOP AGENCY REFERRALS

<table>
<thead>
<tr>
<th>Agency</th>
<th>2021</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>United Way of Lancaster County (VITA Program)</td>
<td>345</td>
<td>420</td>
</tr>
<tr>
<td>Pennsylvania Department of Human Services</td>
<td>37</td>
<td>64</td>
</tr>
<tr>
<td>Catholic Charities - Lehigh/Northampton Administrative Office</td>
<td>76</td>
<td>119</td>
</tr>
<tr>
<td>Eastern Pennsylvania Continuum of Care</td>
<td>313</td>
<td>518</td>
</tr>
<tr>
<td>Pennsylvania Housing Finance Agency</td>
<td>217</td>
<td>320</td>
</tr>
<tr>
<td>Tabor Community Services, Inc. (Lancaster)</td>
<td>118</td>
<td>158</td>
</tr>
<tr>
<td>New Bethany Ministries (Lehigh Valley)</td>
<td>1,472</td>
<td>1,128</td>
</tr>
<tr>
<td>Berks Coalition to End Homelessness, Inc.</td>
<td>386</td>
<td>385</td>
</tr>
<tr>
<td>Emergency Rental Assistance Program (Lancaster)</td>
<td>277</td>
<td>263</td>
</tr>
<tr>
<td>Salvation Army - Lancaster</td>
<td>239</td>
<td>221</td>
</tr>
<tr>
<td>Berks Coalition to End Homelessness, Inc.</td>
<td>203</td>
<td>189</td>
</tr>
<tr>
<td>Emergency Rental Assistance Program (Lancaster)</td>
<td>124</td>
<td>110</td>
</tr>
<tr>
<td>Salvation Army - Lancaster</td>
<td>119</td>
<td>105</td>
</tr>
</tbody>
</table>