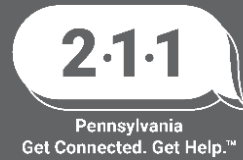




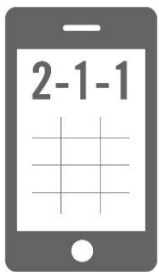
PA 211 EAST REGIONAL REPORT MAY 2021



Oh, this is great. I wish I'd have called you guys last week!
- 211 Caller



CONTACT VOLUME



2,207
PHONE
CONTACTS



3,220
WEBSITE
SEARCHES



93
EMAILS/TEXTS/
SOCIAL MEDIA

As part of a state-wide system, PA 211 East answered an additional **317** calls from persons residing in other counties.

TOP NEEDS



1,957
HOUSING
ASSISTANCE



419
UTILITY
ASSISTANCE



310
INCOME SUPPORT/
ASSISTANCE



155
FOOD/
MEALS



117
LEGAL/CONSUMER/
PUBLIC SAFETY

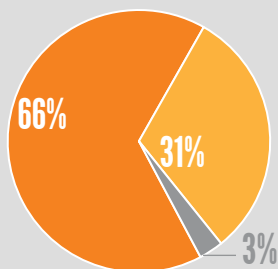
TOP UNMET NEEDS

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.

Community Shelters/Transitional Housing	92
Rent Payment Assistance.....	14
Homeless Motel Vouchers/Motel Bill Payment	11
VITA Programs/Tax Preparation Assistance.....	11
Housing Search Assistance	5

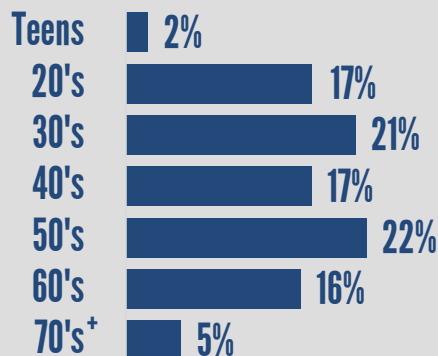
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



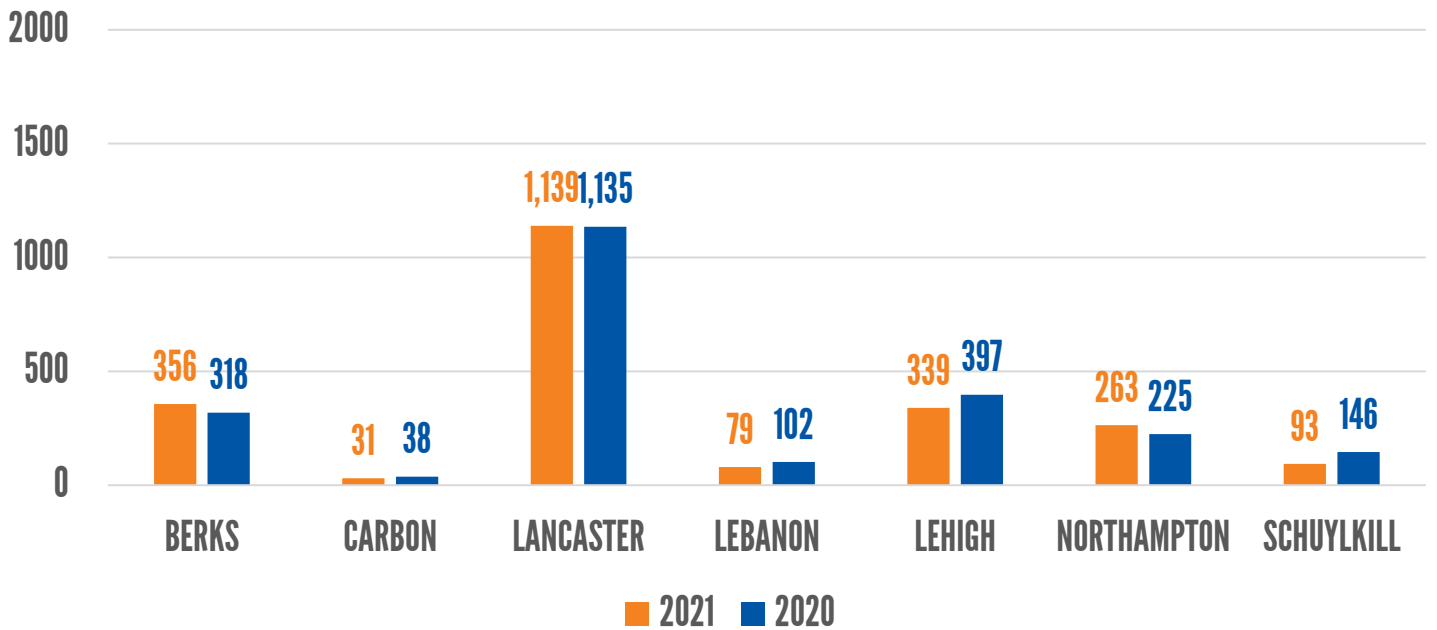
AREA SERVED

VOLUME BY COUNTY

(Phone/Text/Email/Social Media)

BERKS	356
CARBON	31
LANCASTER.....	1,139
LEBANON	79
LEHIGH	339
NORTHAMPTON.....	263
SCHUYLKILL.....	93

PRIOR YEAR VOLUME COMPARISON



TOP AGENCY REFERRALS

Catholic Charities - Lehigh/Northampton Administrative Office	281
Eastern Pennsylvania Continuum of Care	235
Pennsylvania Department of Human Services	223
Pennsylvania Housing Finance Agency	205
Tabor Community Services, Inc. (Lancaster)	204
United Way of Lancaster County (VITA Program)	203
New Bethany Ministries (Lehigh Valley)	138
Berks Coalition to End Homelessness, Inc.	135
Emergency Rental Assistance Program (Lancaster)	112
Salvation Army - Lancaster	108