



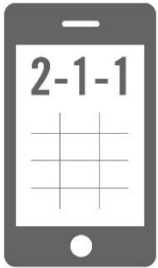
PA 211 EAST REGIONAL REPORT AUGUST 2021



Oh my God! You've made my day. All of my worries and concerns have been addressed. - 211 Chat Client



CONTACT VOLUME



2,534
PHONE
CONTACTS



5,163
WEBSITE
SEARCHES



139
EMAILS/TEXTS/
SOCIAL MEDIA

As part of a state-wide system, PA 211 East answered an additional **535** calls from persons residing in other counties.

TOP NEEDS



2,936
HOUSING
ASSISTANCE



648
UTILITY
ASSISTANCE



231
INDIVIDUAL/FAMILY/
COMMUNITY SUPPORT



227
FOOD/
MEALS



187
INCOME SUPPORT/
ASSISTANCE

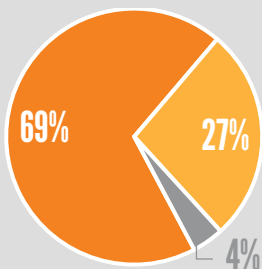
TOP UNMET NEEDS

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	104
Automotive Repair and Maintenance.....	10
Motel Bill Payment/Homeless Motel Vouchers	9
Rent Payment Assistance.....	9
Electric Service Payment Assistance.....	8

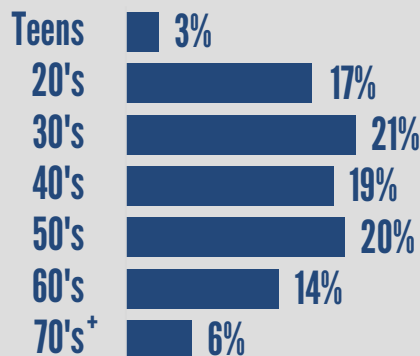
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



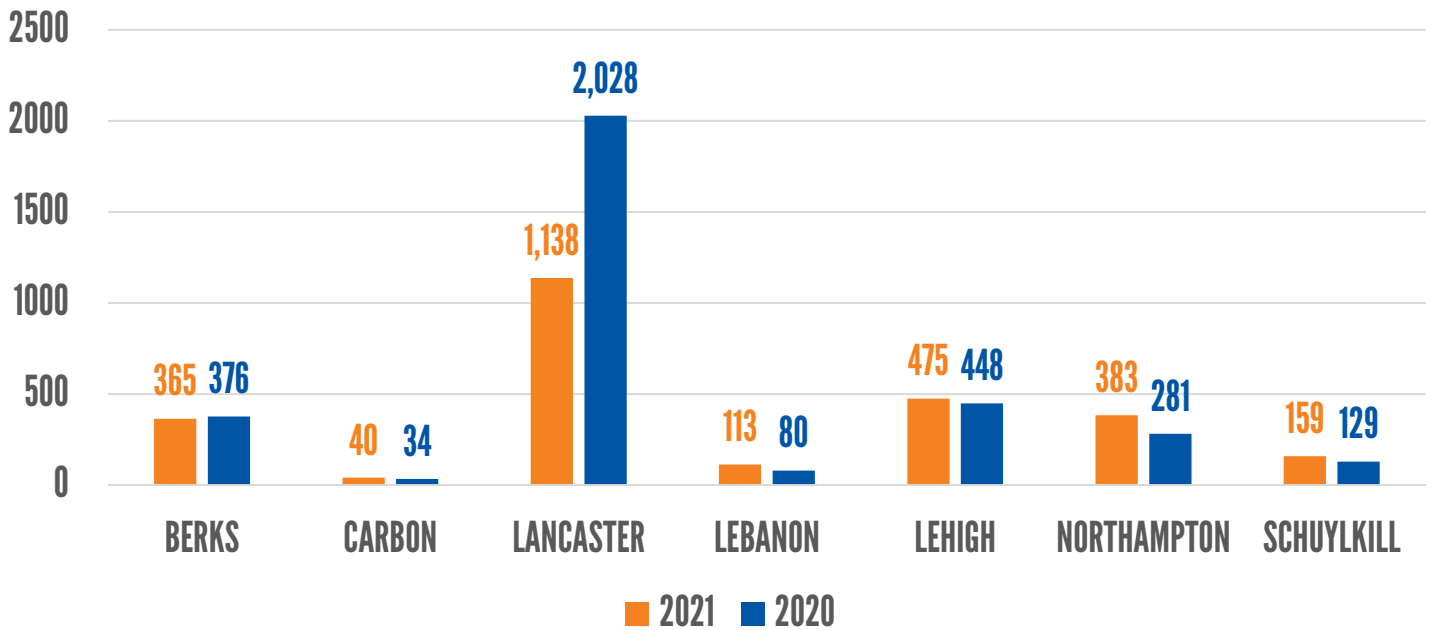
AREA SERVED

VOLUME BY COUNTY

(Phone/Text/Email/Social Media)

BERKS	365
CARBON	40
LANCASTER.....	1,138
LEBANON	113
LEHIGH	475
NORTHAMPTON.....	383
SCHUYLKILL.....	159

PRIOR YEAR VOLUME COMPARISON



TOP AGENCY REFERRALS

Eastern Pennsylvania Continuum of Care	342
Catholic Charities - Lehigh/Northampton Administrative Office	341
Pennsylvania Department of Human Services	287
Tenfold (<i>Lancaster</i>)	277
Pennsylvania Housing Finance Agency	257
New Bethany Ministries (<i>Lehigh Valley</i>)	186
Salvation Army - Lancaster	160
Berks Coalition to End Homelessness, Inc.	140
Hispanic American Organization (<i>Lehigh Valley</i>)	118
Lehigh Conference of Churches	109