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

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

**TOP NEEDS**

- **Housing Assistance**: 2,936
- **Utility Assistance**: 648
- **Individual/Family/Community Support**: 231
- **Food/Meals**: 227
- **Income Support/Assistance**: 187

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.

**TOP UNMET NEEDS**

- 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: 69%
  - Male: 27%
  - Undetermined: 4%

- **Age**
  - Teens: 3%
  - 20’s: 17%
  - 30’s: 21%
  - 40’s: 19%
  - 50’s: 20%
  - 60’s: 14%
  - 70’s+: 6%

**AREA SERVED**

<table>
<thead>
<tr>
<th>County</th>
<th>Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>Berks</td>
<td>365</td>
</tr>
<tr>
<td>Carbon</td>
<td>40</td>
</tr>
<tr>
<td>Lancaster</td>
<td>1,138</td>
</tr>
<tr>
<td>Lebanon</td>
<td>113</td>
</tr>
<tr>
<td>Lehigh</td>
<td>475</td>
</tr>
<tr>
<td>Northampton</td>
<td>383</td>
</tr>
<tr>
<td>Schuylkill</td>
<td>159</td>
</tr>
</tbody>
</table>

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**TOP AGENCY REFERRALS**

Eastern Pennsylvania Continuum of Care ........................................................................................................... 342
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Pennsylvania Department of Human Services ..................................................................................................... 287
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Pennsylvania Housing Finance Agency ............................................................................................................. 257
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