



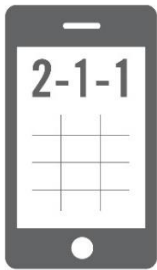
PA 211 EAST REGIONAL REPORT SEPTEMBER 2021



*I just heard about 211 today and I will definitely call again.
This number was a treasure to find out about.* - 211 Caller



CONTACT VOLUME



2,526
PHONE
CONTACTS



5,226
WEBSITE
SEARCHES



132
EMAILS/TEXTS/
SOCIAL MEDIA

As part of a state-wide system, PA 211 East answered an additional **593** calls from persons residing in other counties.

TOP NEEDS



2,858
HOUSING
ASSISTANCE



539
UTILITY
ASSISTANCE



274
FOOD/
MEALS



238
INDIVIDUAL/FAMILY/
COMMUNITY SUPPORT



223
INCOME SUPPORT/
ASSISTANCE

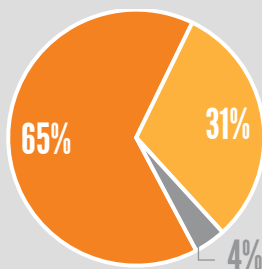
TOP UNMET NEEDS

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 | 121 |
| Motel Bill Payment/Homeless Motel Vouchers | 23 |
| Automotive Repair and Maintenance | 7 |
| Rent Payment Assistance | 6 |
| Rental Deposit Assistance | 5 |

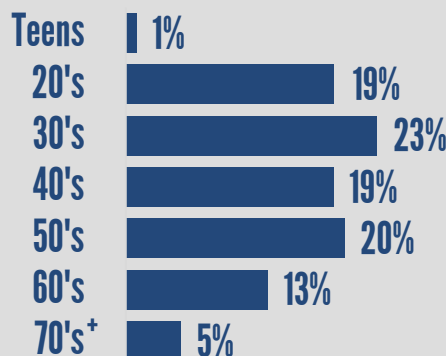
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



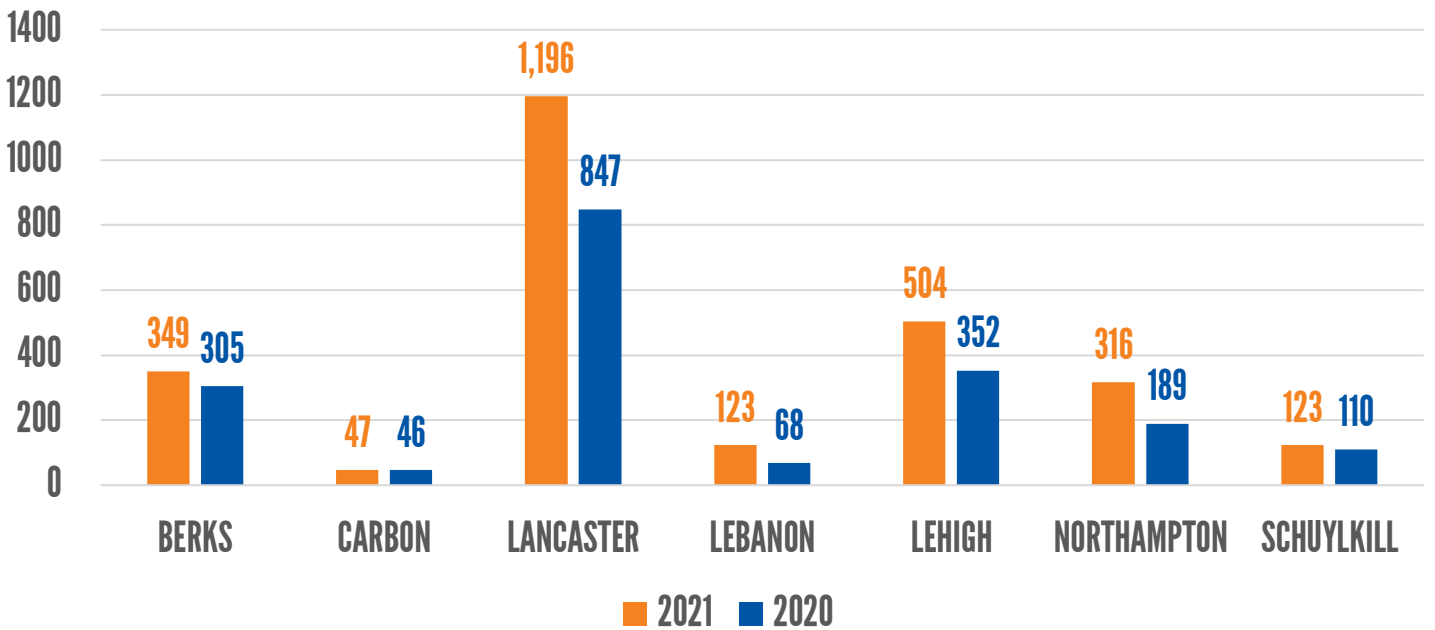
AREA SERVED

VOLUME BY COUNTY

(Phone/Text/Email/Social Media)

| | |
|-------------------|-------|
| BERKS | 349 |
| CARBON | 47 |
| LANCASTER | 1,196 |
| LEBANON | 123 |
| LEHIGH | 504 |
| NORTHAMPTON | 316 |
| SCHUYLKILL | 123 |

PRIOR YEAR VOLUME COMPARISON



TOP AGENCY REFERRALS

| | |
|---|-----|
| Catholic Charities - Lehigh/Northampton Administrative Office | 432 |
| Eastern Pennsylvania Continuum of Care | 423 |
| Pennsylvania Department of Human Services | 403 |
| Tenfold (Lancaster) | 358 |
| Pennsylvania Housing Finance Agency | 304 |
| New Bethany Ministries (Lehigh Valley) | 275 |
| Lehigh Conference of Churches | 200 |
| Hispanic American Organization (Lehigh Valley) | 181 |
| Good Samaritan Services (Lancaster) | 174 |
| Emergency Rental Assistance Program (Lancaster) | 145 |