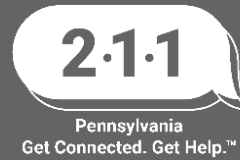


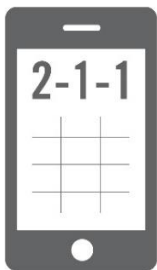


PA 211 EAST REGIONAL REPORT APRIL 2021



“ 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

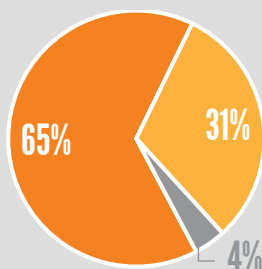
TOP UNMET NEEDS

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

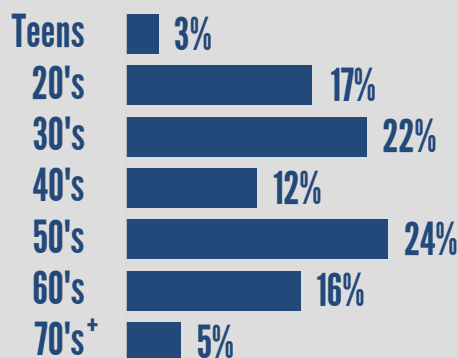
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



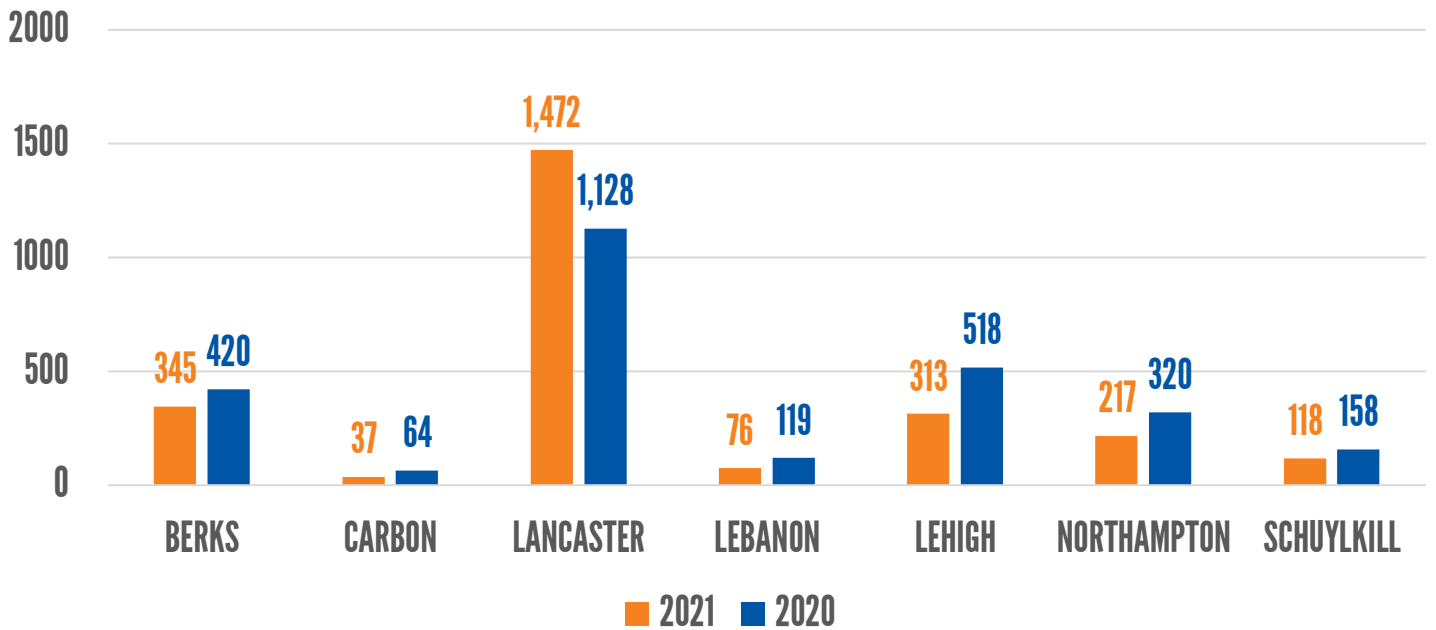
AREA SERVED

VOLUME BY COUNTY

(Phone/Text/Email/Social Media)

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

PRIOR YEAR VOLUME COMPARISON



TOP AGENCY REFERRALS

United Way of Lancaster County (VITA Program)	386
Pennsylvania Department of Human Services	385
Catholic Charities - Lehigh/Northampton Administrative Office	277
Eastern Pennsylvania Continuum of Care	263
Pennsylvania Housing Finance Agency	239
Tabor Community Services, Inc. (Lancaster)	221
New Bethany Ministries (Lehigh Valley)	155
Berks Coalition to End Homelessness, Inc.	124
Emergency Rental Assistance Program (Lancaster)	110
Salvation Army - Lancaster	91