

# 2024

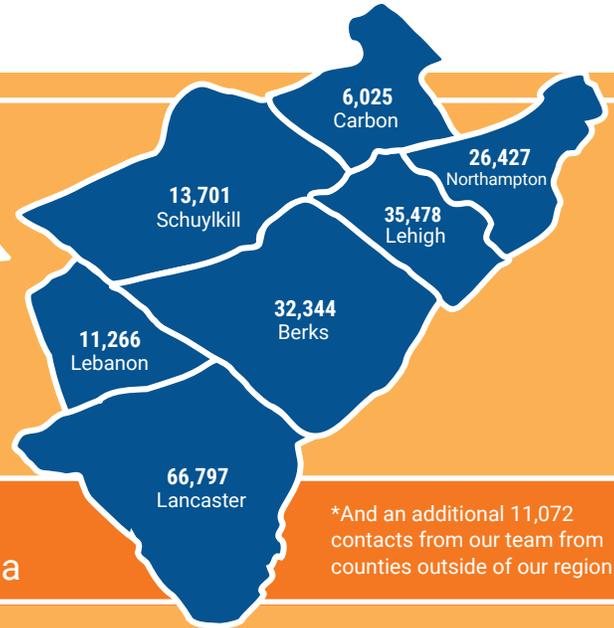
## YEAR IN REVIEW



# 192,038

### 2024 TOTAL CONTACT VOLUME

5% INCREASE IN PHONE/ELECTRONIC MEDIA OVER 2023



\*And an additional 11,072 contacts from our team from counties outside of our region

**141,378**  
Website Hits

**36,944**  
Phone

**3,669**  
Electronic Media

### TOP CONCERNS AND NEEDS

22,842



Housing Assistance

6,820



Utility Assistance

5,301



Individual/Family/  
Community Support

3,086



Food/  
Meals

2,772



Income Support/  
Assistance

### DEMOGRAPHICS

GENDER	AGE RANGE	INCOME REPORTED		
		Percentage	Percentage	
	Teens	1%	Less than \$1,250	59%
	20s	18%	\$1,250 to \$2,000	21%
	30s	26%	\$2,001 to \$3,250	15%
	40s	21%	\$3,251 to \$4,500	4%
	50s	16%	\$4,501 to \$5,750	1%
	60s	12%		
	70s+	6%		

## PA 211 EAST

INFORMATION & REFERRAL

### CONTACT

Phone **211 or 855-567-5341**  
 Text **Your zip code to 898211**  
 Website **PA211East.org**  
 Email **211@UWLanc.org**

### SOCIAL MEDIA

@pa211east



### A SERVICE OF

United Way of Lancaster County

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