



PA 211 EAST QUARTERLY REPORT

January 1, 2025-March 31, 2025



You just made things feel so much lighter so thank you.
- Carbon County Resident



CONTACT VOLUME



*Website statistics January 1, 2025-February 10, 2025

TOP NEEDS



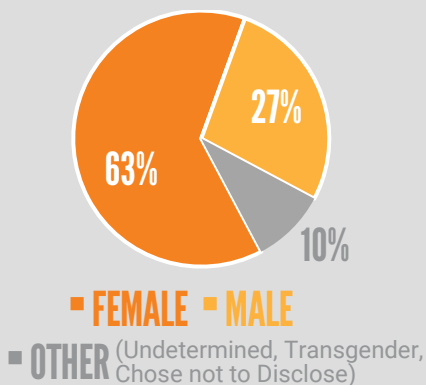
TOP UNMET NEEDS*

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.

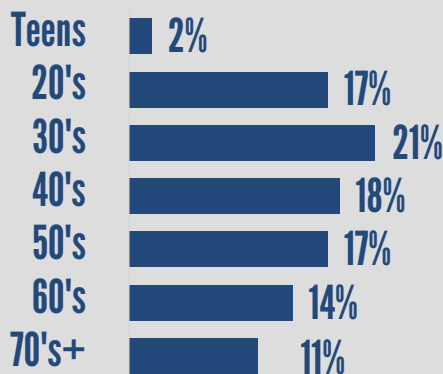
Community Shelters/Transitional Housing.....	384
Rent Payment Assistance	119
Homeless Motel Vouchers/Motel Bill Payment.....	79
VITA Programs	45
Heating Fuel Payment Assistance	34

DEMOGRAPHICS

GENDER



AGE

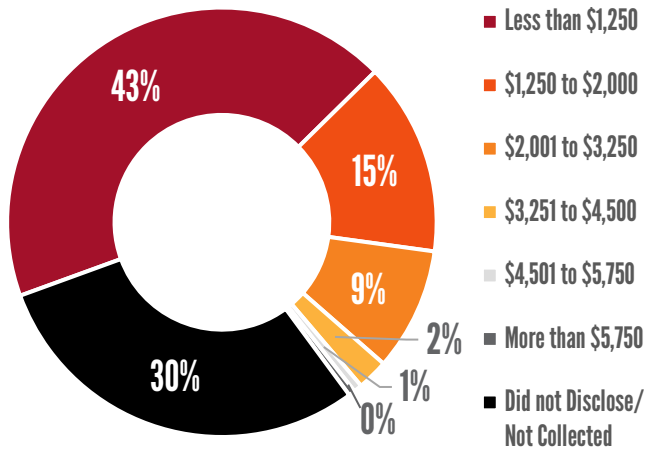


VOLUME BY COUNTY

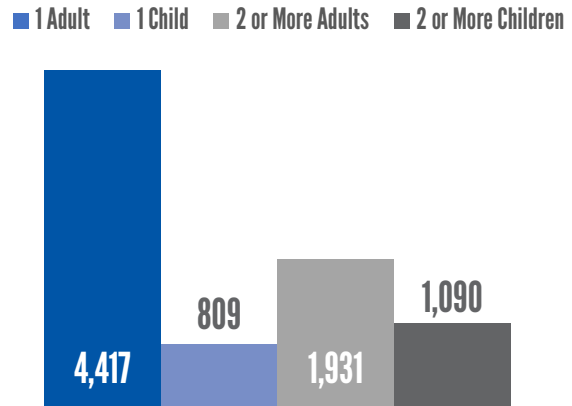
(Phone/Email/Text/Chat/Social)

BERKS.....	1,203
CARBON.....	540
LANCASTER.....	3,464
LEBANON.....	369
LEHIGH.....	1,920
NORTHAMPTON.....	1,132
SCHUYLKILL.....	677

INCOME REPORT



HOUSEHOLD SIZE REPORT



TOP AGENCY REFERRALS

Pennsylvania Department of Human Services	2308
Catholic Charities Diocese of Allentown	1484
Eastern Pennsylvania Continuum of Care	1347
Pennsylvania Housing Finance Agency	1065
VITA Tax Assistance - PAEA Sites	1010
Lehigh Conference of Churches	917
HDC MidAtlantic	699
Tenfold	505
Safe Harbor Easton	498
Salvation Army - Lehigh Valley	364
Salvation Army - Lancaster	364
Community Basics, INC	348
Salvation Army - Reading	323
PA CareerLink	315
YMCA of the Roses - Lancaster City Center Branch	311
Pennsylvania Public Utility Commission	300
River Crossing YMCA	275
Dollar Energy Fund	268
Servants to All	266
Berks Community Action Program	257
Bethlehem Emergency Sheltering	256
New Bethany	255
Water Street Mission	254
Hispanic American Organization	239
Community Action Committee of the Lehigh Valley	236

KEY PERFORMANCE INDICATORS

→Number of calls Routed to the **I&R/Taxes** Queues: **6,021**
 →Number of calls Answered: **3,011** | Abandoned: **3,010**
 →Average speed of answer: **4 minutes** | Peak: **4 minutes**
 →Average handle time: **16 minutes**

→Number of calls Routed to the **Housing** Queues: **3,024**
 →Number of calls Answered: **2,055** | Abandoned: **969**
 →Average speed of answer: **13 minutes** | Peak: **17 minutes**
 →Average handle time: **27 minutes**

*Note: This reflects calls received on the East regional queues specifically, however calls may be answered on other lines and after-hours that is not reflected above.