

# PA 211 EAST 2025 REPORT



# 174,110\*

## 2025 TOTAL CONTACT VOLUME

*\*Full year volume for Berks and Lancaster counties; Partial year volume for Carbon, Lebanon, Lehigh, Northampton, and Schuylkill counties*

**40,652**  
PHONE INTERACTIONS

*Plus an additional 7,575 calls from outside PA 211 East*

**129,636**  
WEBSITE HITS

**3,559**  
ELECTRONIC MEDIA

**19,595 UNIQUE CLIENTS / 263 IN-PERSON**

## TOTAL VOLUME & TOP 3 NEEDS (BERKS COUNTY & LANCASTER COUNTY)

**21,302**  
Berks

**10,480 NEEDS**  
**20,112 REFERRALS**

*\*Doesn't include website needs*

1



**HOUSING**  
**4,358**

2



**UTILITIES**  
**2,978**

3



**FOOD & MEALS**  
**961**

**66,936**  
Lancaster

**31,135 NEEDS**  
**31,457 REFERRALS**

*\*Doesn't include website needs*

1



**INCOME  
SUPPORT/  
ASSISTANCE**  
**11,668**

2



**HOUSING**  
**9,650**

3



**UTILITIES**  
**1,619**

## 2025 EAST HIGHLIGHTS

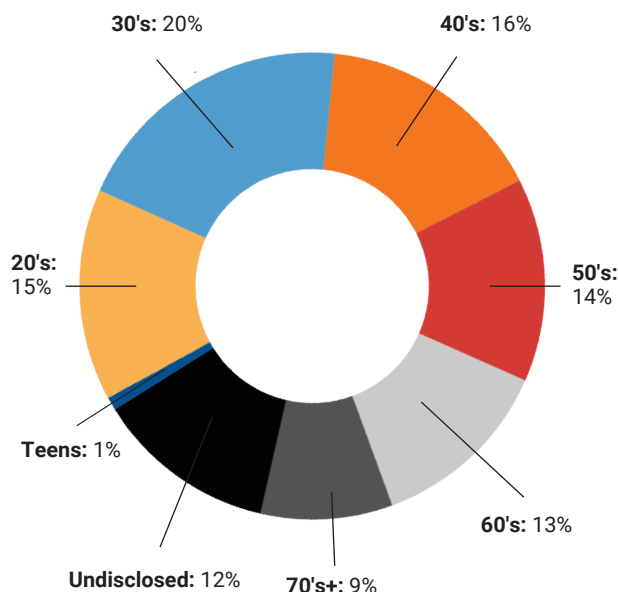
- 1,200 Lancaster County residents** registered for a free holiday food box with all the trimmings (courtesy of the Lancaster County Project for the Needy).
- 440 Carbon County households** screened for homelessness prevention assistance through ERAP (Emergency Rental Assistance Program) and other community services through our partnership with the United Way of the Greater Lehigh Valley.
- 396 Lancaster County unhoused neighbors** received a complete coordinated entry intake assessment as part of a systems change that began in July.
- 259 Lancaster County residents** assisted with in-person resource navigation through our partnership with SACA.

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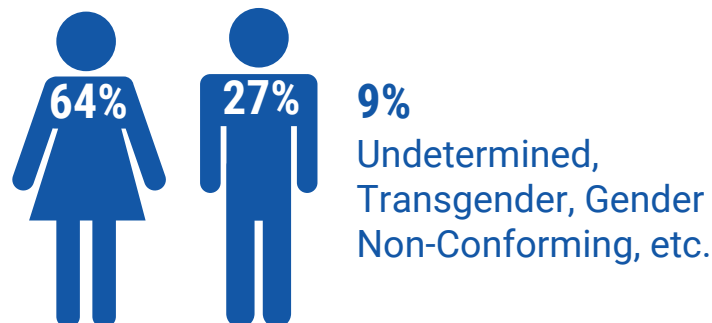


## DEMOGRAPHICS FOR PA 211 EAST (BERKS COUNTY & LANCASTER COUNTY)

### AGE RANGE



### GENDER



### INCOME REPORTED



Less than \$1,250	40%
\$1,250 to \$2,000	15%
\$2,001 to \$3,250	11%
\$3,251 to \$4,500	3%
More than \$4,501	1%
Undisclosed	30%

### PA 211 EAST - INFORMATION & REFERRAL

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

UPDATE YOUR AGENCY  
IN 211'S DATABASE

A Program of United Way of Lancaster County  
A Service of United Way of Berks County

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@pa211east