

# 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

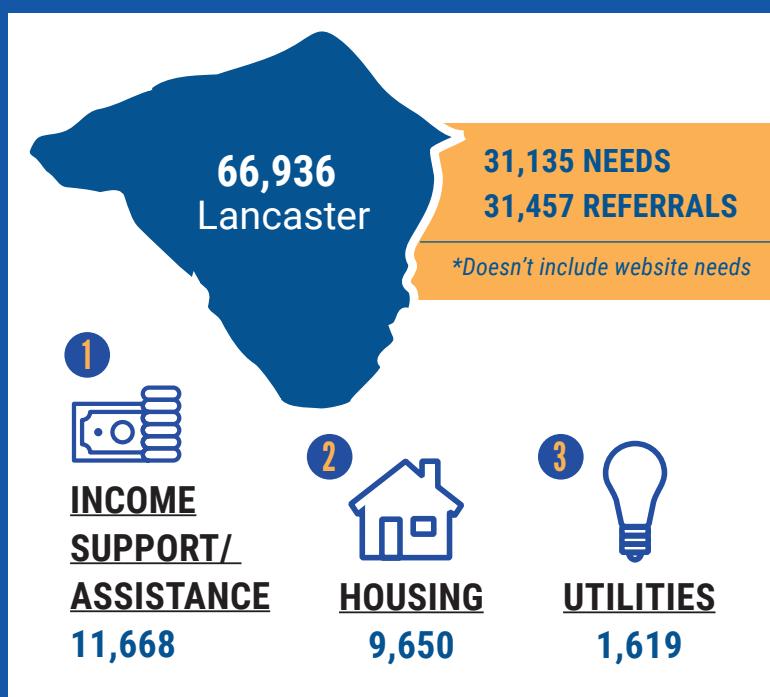
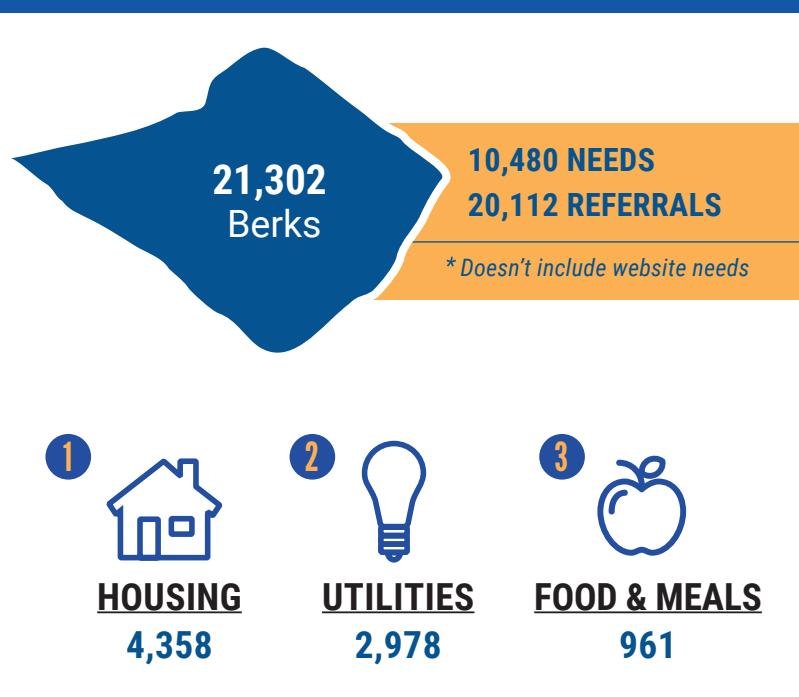
Plus an additional  
7,575 calls from  
outside PA 211 East

129,636  
WEBSITE HITS

3,559  
ELECTRONIC MEDIA

19,595 UNIQUE CLIENTS / 263 IN-PERSON

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



### 2025 EAST HIGHLIGHTS

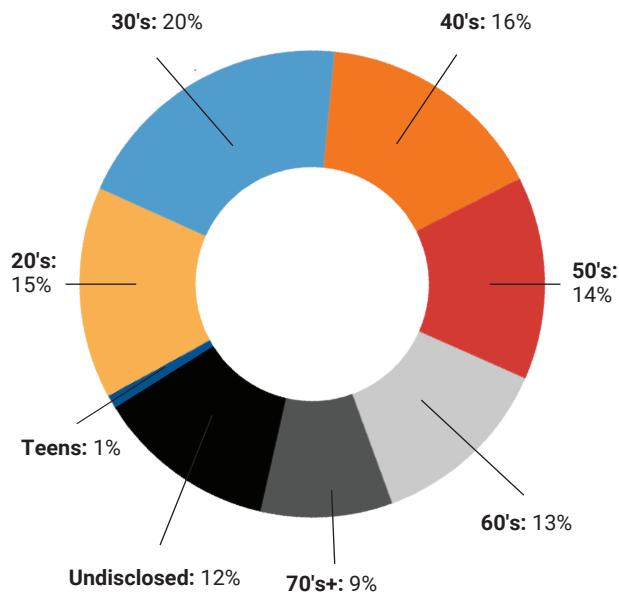
- **1,200 Lancaster County residents** registered for a free holiday food box with all the trimmings (courtesy of the Lancaster County Project for the Needy).
- **440 Carbon County households** screened for homelessness prevention assistance through ERAP (Emergency Rental Assistance Program) and other 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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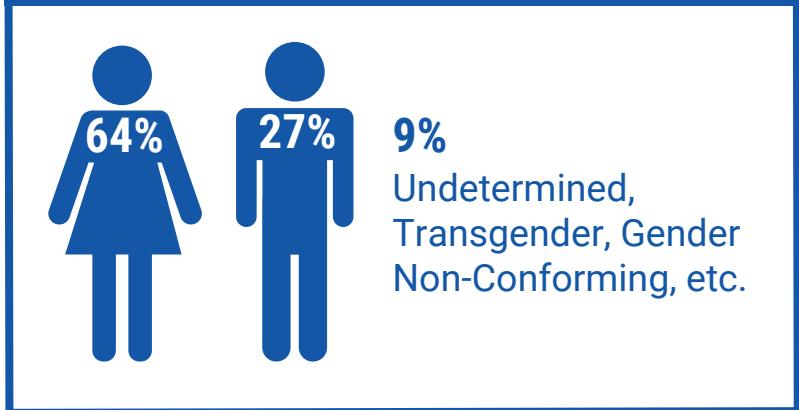


## DEMOGRAPHICS FOR PA 211 EAST (BERKS COUNTY & LANCASTER COUNTY)

### 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

