

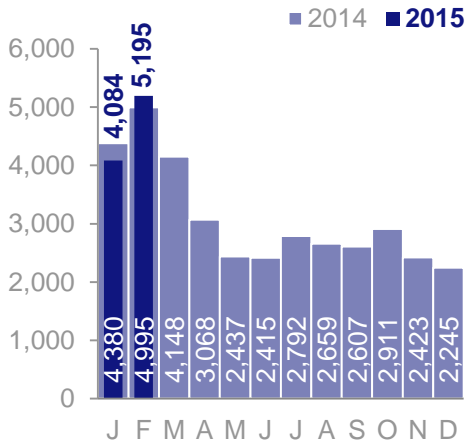
PENNSYLVANIA 2-1-1 EAST

**FEBRUARY 2015
REGIONAL REPORT**

2-1-1 captures data on all contacts received in our center. This data generally includes: caller's county of residence, gender, presenting needs and top program referrals for our region. Active counties currently consist of Berks, Lancaster, Lehigh and Northampton.

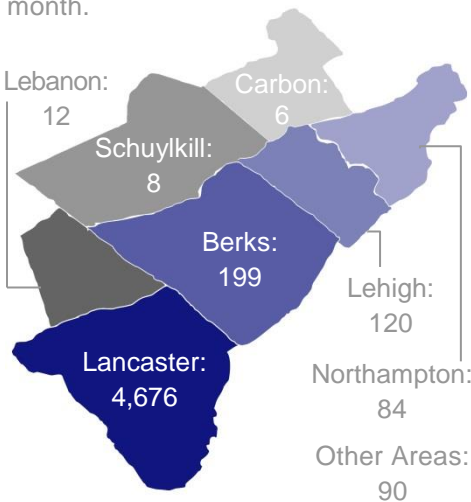
CONTACT VOLUME

In February we experienced **5,195** total contacts.



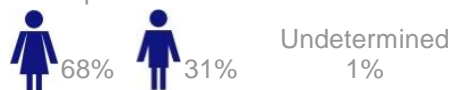
CONTACTS BY COUNTY

The number of contacts received from the counties served by our region this month.



GENDER

A comparison of male/female callers.

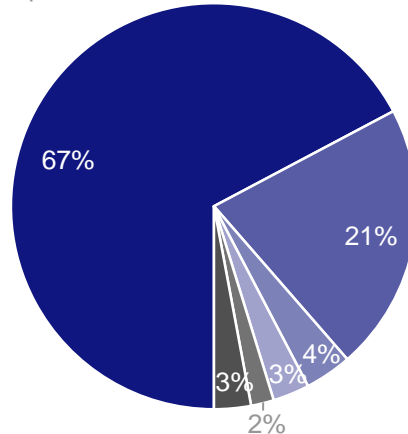


VITA (TAX SCHEDULING)

2-1-1 staff scheduled **2,066** Volunteer Income Tax Assistance appointments for 12 of the 15 sites available.

NEEDS REQUESTS

The total amount of problems/needs requests.



- Support Services**
 Income Support/Assistance: 3,355
(Includes Tax Preparation Assistance)
 Individual, Family & Community: 82
- Basic Needs**
 Clothing/Personal/Household: 40
 Food/Meals: 112
 Housing: 692
 Utilities: 247
- Information Services**
 Information Services: 191
- Medical/Mental Health Services**
 Health Care: 75
 Mental Health/Addictions: 74
- Legal, Consumer & Public Safety**
 Legal, Consumer & Public Safety: 93
- All Other Needs**
 Arts, Culture and Recreation: 2
 Disaster: 1
 Education: 10
 Employment: 38
 Other Government/Economic: 28
 Transportation: 39
 Volunteers/Donations: 32

UNMET NEEDS

The top needs for which no referral was able to be given.

- 91** Rent/Security Deposit Payments
- 56** Transitional Housing/Shelter
- 47** Tax Preparation Assistance
- 27** Heating Fuel Payment Assistance
- 7** Income Support & Employment

Reasons often include that the program is at capacity or the caller is ineligible/already used available resources.

AGENCY REFERRALS

The top referrals to agencies within PA 2-1-1 East's region.

- United Way (VITA Tax Preparation)
- PA Department of Human Services
- Lancaster County Council of Churches
- Tabor Community Services
- AARP Tax Aide
- Salvation Army Lancaster
- Water Street Ministries
- Catholic Charities, Lehigh/Northampton
- LHOP (Housing Search)
- AIRS (Nationwide 2-1-1 Search)

REFERRAL SOURCE

The top ways clients heard about 2-1-1.

- 2,081** Prior Use
- 516** Agency/Organization
- 501** Friend/Relative
- 82** Flyer/Brochure/Poster
- 68** Electronic Media