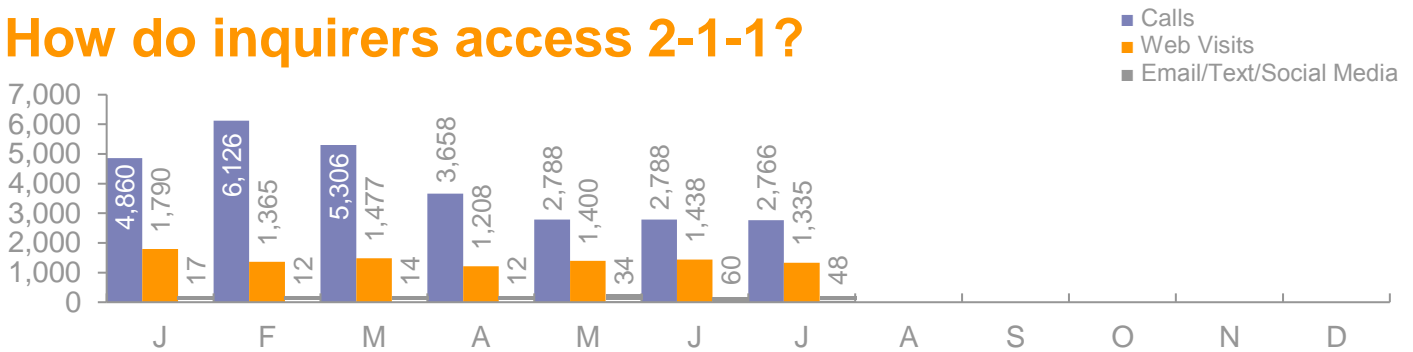


# PENNSYLVANIA 2-1-1 EAST

JULY 2017  
REGIONAL REPORT

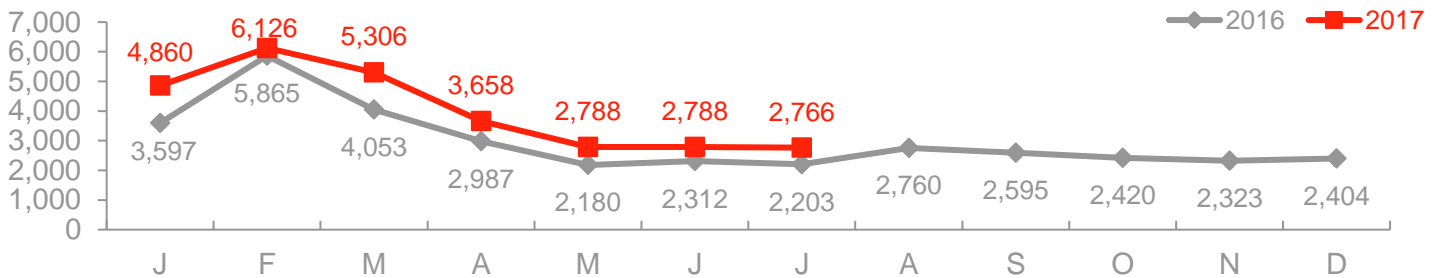
If you have any questions or comments about this report, please contact us at 2-1-1 or by email at 211@uwlanc.org.

## How do inquirers access 2-1-1?



This month, 2-1-1 provided resource information **4,149** times to people who visited our website, called, text messaged, utilized our social media platforms, and emailed.

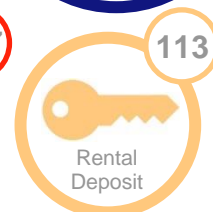
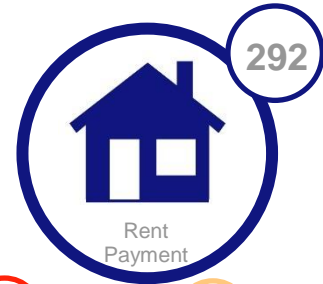
## How do we compare to last year?



This month, 2-1-1 received **2,766** calls for health and human services. This resulted in a **1%** decrease in calls over last month and a **26%** increase over the same month last year.

## What needs do 2-1-1 inquirers have?

TOP 5 CALLER NEEDS



2-1-1 specialists recorded a total of **3,041** caller needs. The top 5 needs displayed represent **44%** of the total requests.

# PENNSYLVANIA 2-1-1 EAST

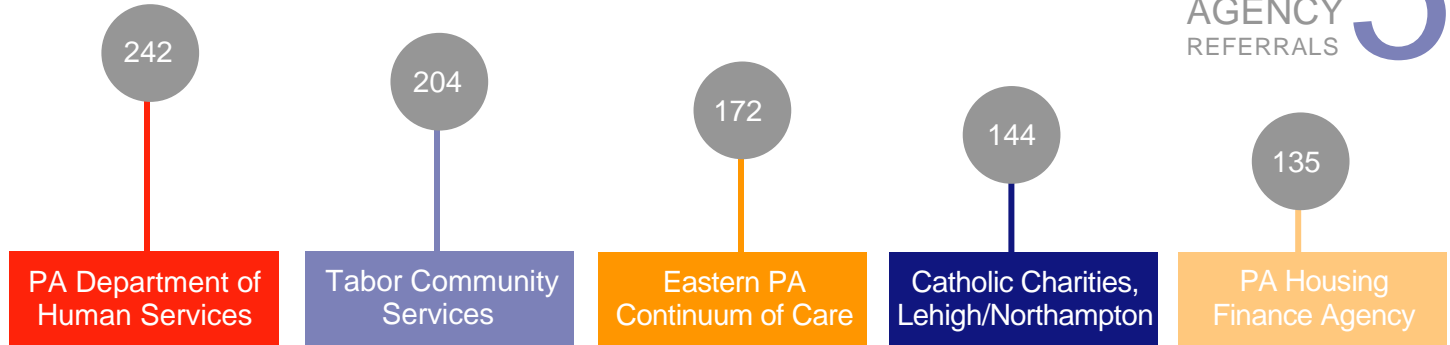
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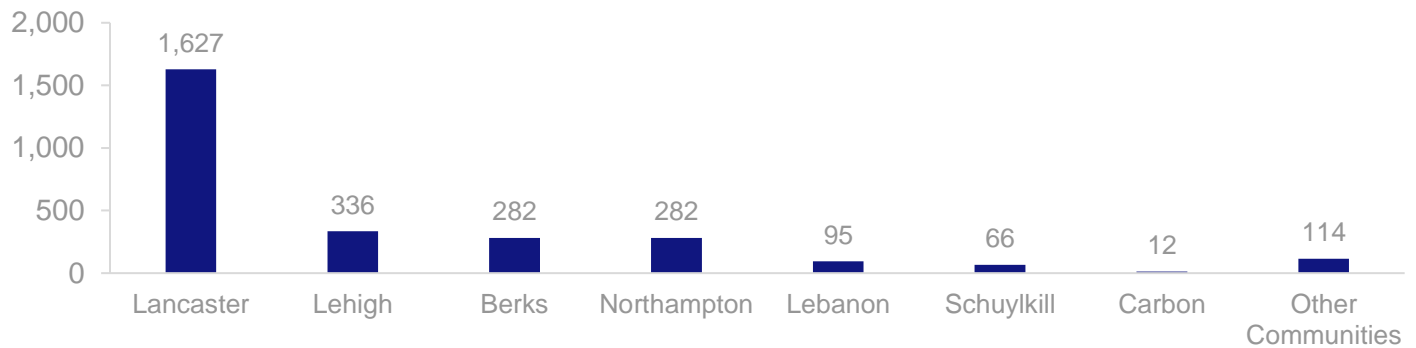
## What referrals do inquirers receive?

TOP 5  
AGENCY  
REFERRALS



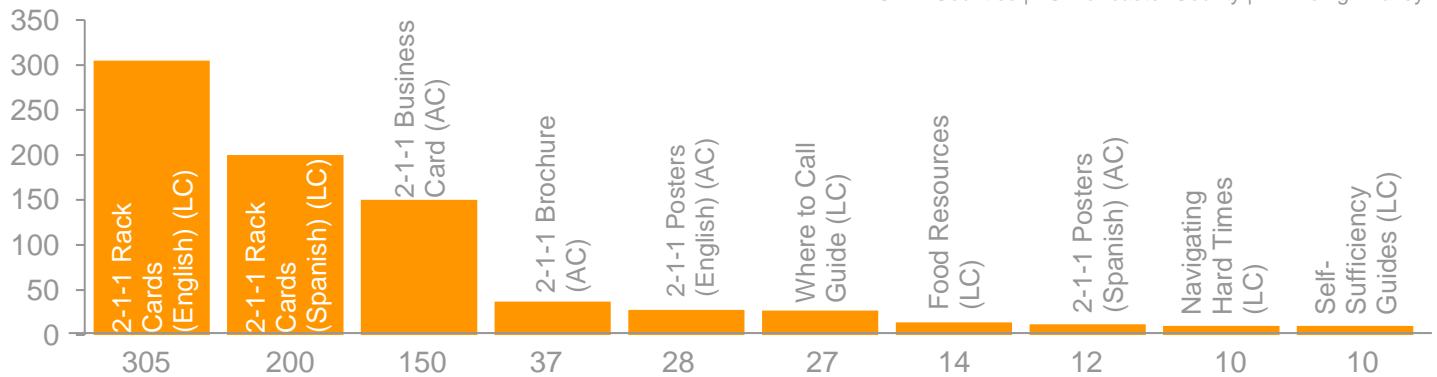
2-1-1 made referrals to **681** programs/services through **417** individual agencies that serve Berks, Carbon, Lancaster, Lebanon, Lehigh, Northampton, and Schuylkill County residents.

## Where do 2-1-1 inquirers live?



## What 2-1-1 materials are most requested?

AC: All Counties | LC: Lancaster County | LV: Lehigh Valley

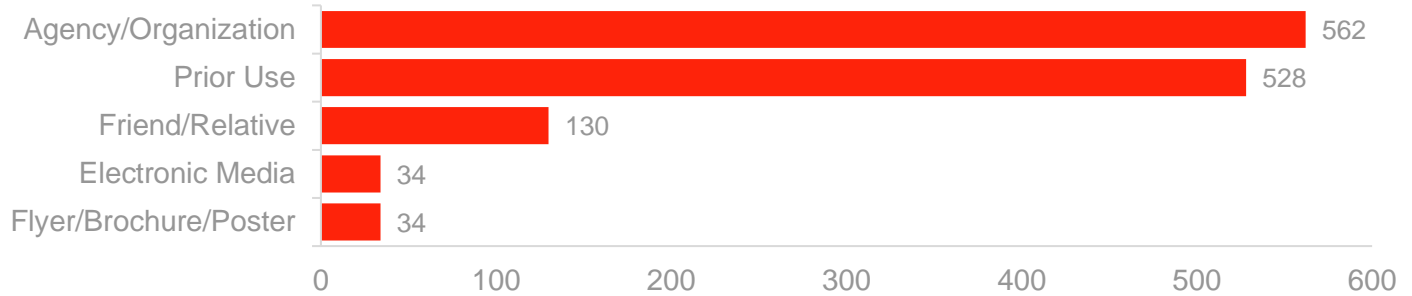


# PENNSYLVANIA 2-1-1 EAST

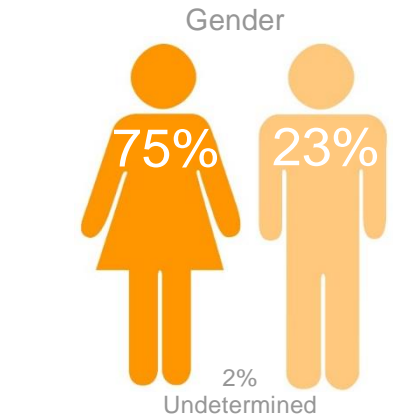
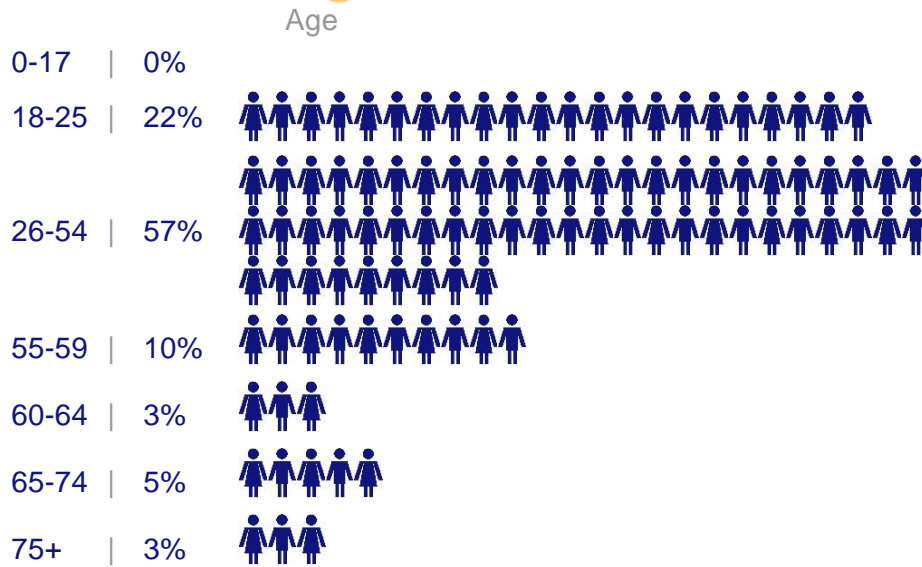
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## What are the top ways inquirers heard about 2-1-1?



## Who is calling 2-1-1?



## What are potential service gaps?

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 2-1-1 specialist explores other resources and services that may be of assistance.

### Top unmet needs

Community Shelters/Transitional Housing	135
Rent Payment Assistance	55
Electric Service Payment Assistance	52
Rental Deposit Assistance	9
Air Conditioners	9

