

PENNSYLVANIA 2-1-1 EAST

2013 ANNUAL REPORT

JANUARY 1 - DECEMBER 31

BERKS • LANCASTER • LEHIGH • NORTHAMPTON

TRANSPORTATION
LEGAL SERVICES
 EMERGENCY SHELTER
 MENTAL HEALTH SERVICES
TAXES
 SENIOR CENTI
 MORTGAGE
 HOME IMPROVE
 UTILITIES
 FREE MEALS
 UNFAIR TREATI
DIAPY
 PARENTING PRO
 SUPPORT GROUPS
HOME/AFFOR
 ACTUAL DISABILITIES
 PRESCRIPTION
COUNSELING
 CLOTHING VETERAN
RENTAL
 HOSPICE FURNITURE RES
FOOD BANKS
 HOLIDAY PROGRAMS

RESPIRE CARE
 PRENATAL SERV
 WEATHERIZATION
 CONSUMER

DEPRESSIO
VOLUNTEER
TEEN PREGNAN
 ANGER MANAGEMENT
 AFFORDABLE HOUSING
 DONATIONS
HOSPITAL
 PROBATION & PAROLE
 LIBRARIES
 CAR REPAIR
TUTOR
 DENTAL CARE
 HELPLINES
 EVALUATION
 ADOPTION
 CHILD CARE
YOUTH
 EVICTION

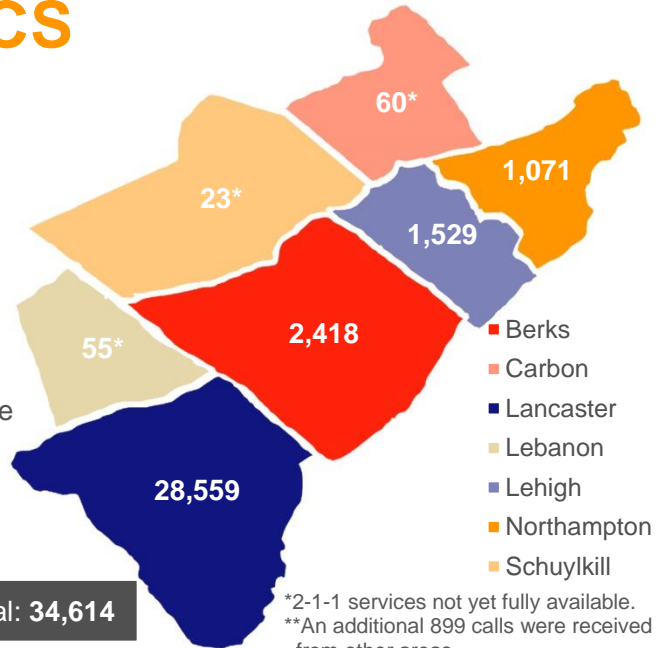
FORMULA
 DOMESTIC VIOLENCE SERVICES
HEALTH CARE
 BUSINESS INFORMATION

SECTION 8
 PUBLIC OFFICIALS
CLOTHING
 SENIOR SERVICES
 EDUCATION
 FOSTER CARE
 SUMMER CAMP
MENTOR
 GOVERNMENT
FUEL
 PRESCHOOLS
 UNEMPLOYMENT
 CAR SEATS
 VISION
 SCHOLARSHIPS
 CHURCHES
HEALTH
 BUDGETING

DATA / STATISTICS

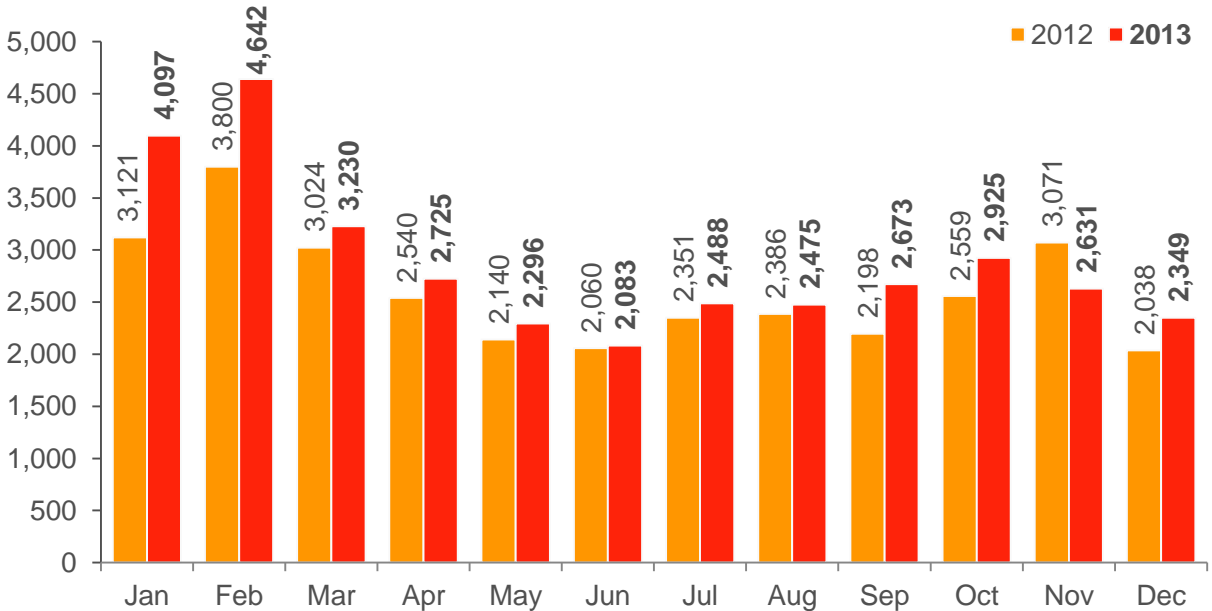
TOTAL CALL VOLUME

During 2013, Pennsylvania 2-1-1 East experienced a **10.6%** increase in calls from 2012. The **34,614** calls received this year is attributed to a greater awareness of 2-1-1 throughout the service area and special projects such as appointment scheduling for the Volunteer Income Tax Assistance and the launch of a new centralized intake system for housing and homelessness services in Lancaster County called CHART.



CALL VOLUME PER MONTH

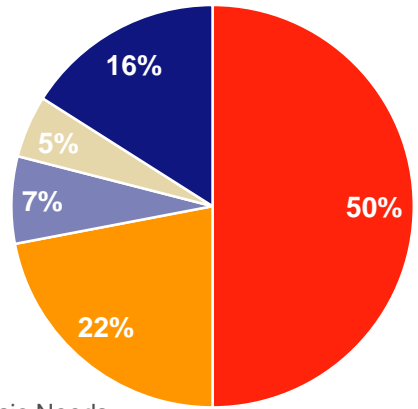
2012/2013 comparison of total contacts



TOP CRITICAL NEEDS

The top concerns from callers this year were for **housing assistance** (rent and mortgage payment, shelters, affordable housing), **tax preparation assistance**, and **utility service payment assistance**.

The top unmet needs were **rent/security deposit** (client ineligible or lack of funds), **tax preparation assistance** (client unavailable for remaining times) and **utility service payment assistance** (already used all available resources).



- Basic Needs
- Income Support/Assistance
- Information Services/Publications
- Medical/Mental Health Services
- All Other Needs

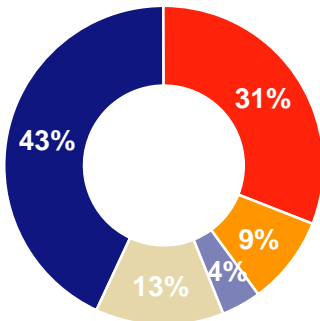


Print/Web: 25,052

PUBLICATIONS

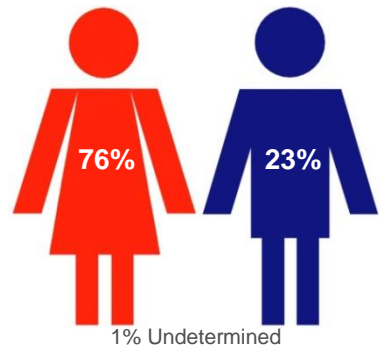
The **Where To Call When You Need Help** booklet remains the highest distributed publication, followed by **Affordable Housing in Berks/Lancaster/Lehigh Valley** and **Directory of Food Resources in Lancaster County**.

HOW PEOPLE HEARD ABOUT 2-1-1



- Prior Use
- Agency/Organization
- Friend/Relative
- Flyer/Poster
- Other: Billboard, Electronic Media, 2-1-1 Publication, Newspaper, Blue Pages, Church, Business

GENDER



HIGHLIGHTS

PROGRAMS

- **6,033** calls for tax assistance answered from January to April 2013; In Lancaster County this allowed VITA to complete **3,672** tax returns, creating a total economic impact of **\$5,001,565**
- **5,942** inquiries for housing assistance in Lancaster County, resulting in **2,174** households being referred to partner agencies for a comprehensive assessment and case management services
- **1,077** times the Holiday Giving Guide was viewed online which included holiday wish lists from **41** agencies/programs in Lancaster County and Lehigh Valley
- **148** items ranging from furniture to appliances to office supplies submitted to our Donation Station program for Lancaster County

ZIP CODE REPORT

- **6,840** callers from Lancaster (17603 zip code), the top zip code from Lancaster County
- **712** callers from Reading (19602 zip code), the top zip code from Berks County
- **662** callers from Allentown (18102 zip code), the top zip code from Lehigh County
- **258** callers from Easton (18042 zip code), the top zip code from Northampton County

AGENCY REFERRALS

- **2,154** referrals to Tabor Community Services in Lancaster County
- **181** referrals to The Salvation Army of Reading for utility and holiday program assistance
- **113** referrals to Lehigh County Conference of Churches for supportive services, free meals and daytime shelter for persons experiencing homelessness

FUNDERS

OPERATING COSTS

Pennsylvania 2-1-1 East is grateful to the organizations that support 2-1-1 in the communities it serves.



United Way
of Lancaster County



United Way of Berks County



United Way of the
Greater Lehigh Valley



County of Northampton