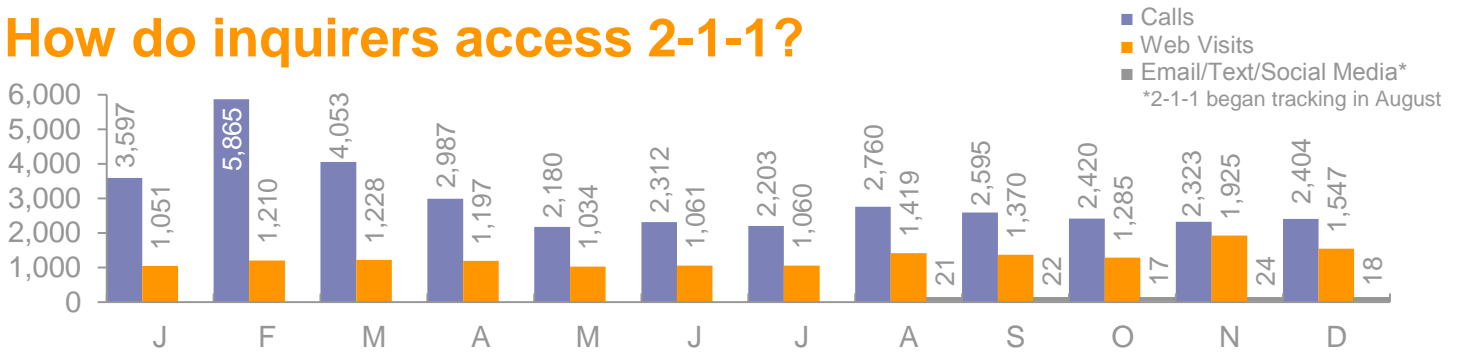


PENNSYLVANIA 2-1-1 EAST

DECEMBER 2016
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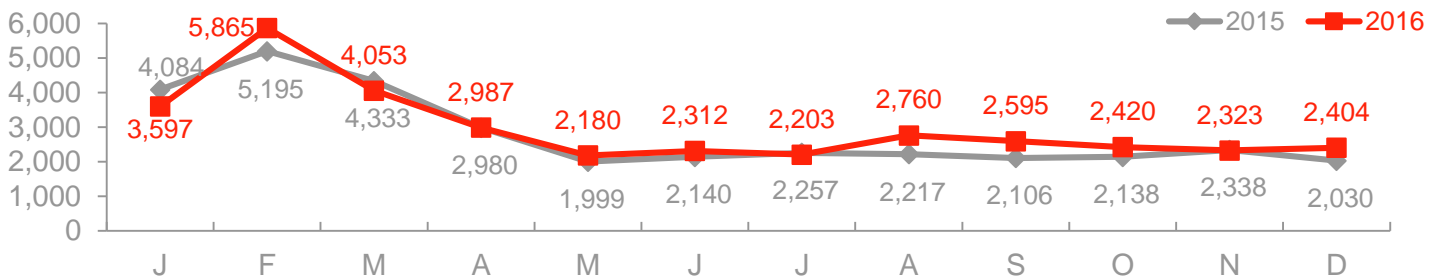
If you have any questions or comments about this report, please contact us at 2-1-1 or by email at 211@uwlanc.org.

How do inquirers access 2-1-1?



This month, 2-1-1 provided resource information **3,969** times to people who visited our website, called, text messaged, utilized our social media platforms, and emailed.

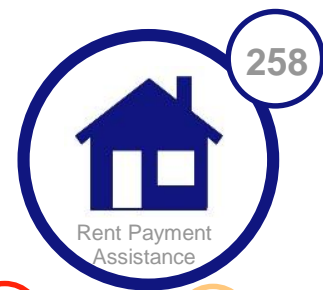
How do we compare to last year?



This month, 2-1-1 received **2,404** calls for health and human services. This resulted in a **3.49%** increase in calls over last month and a **18.42%** 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 **2,390** caller needs. The top 5 needs displayed represent **37%** of the total requests.



County of Northampton

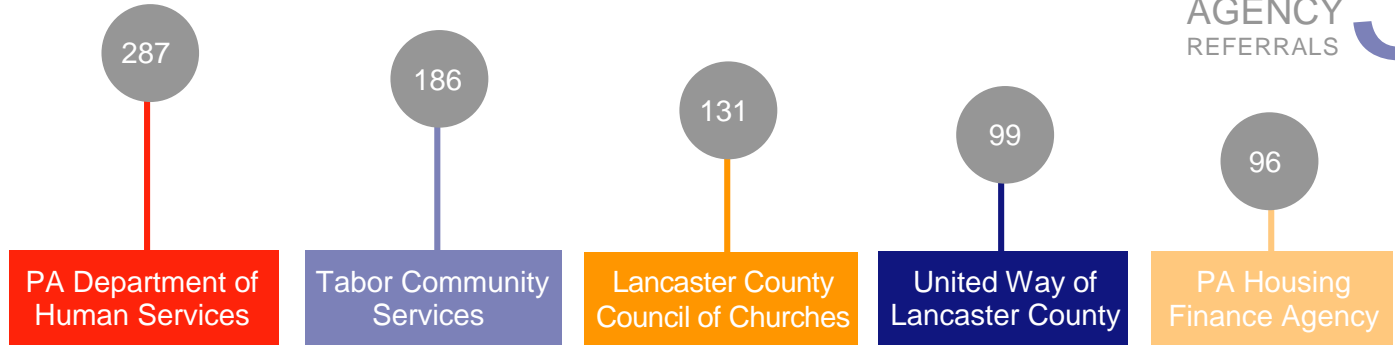
PENNSYLVANIA 2-1-1 EAST

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What referrals do inquirers receive?

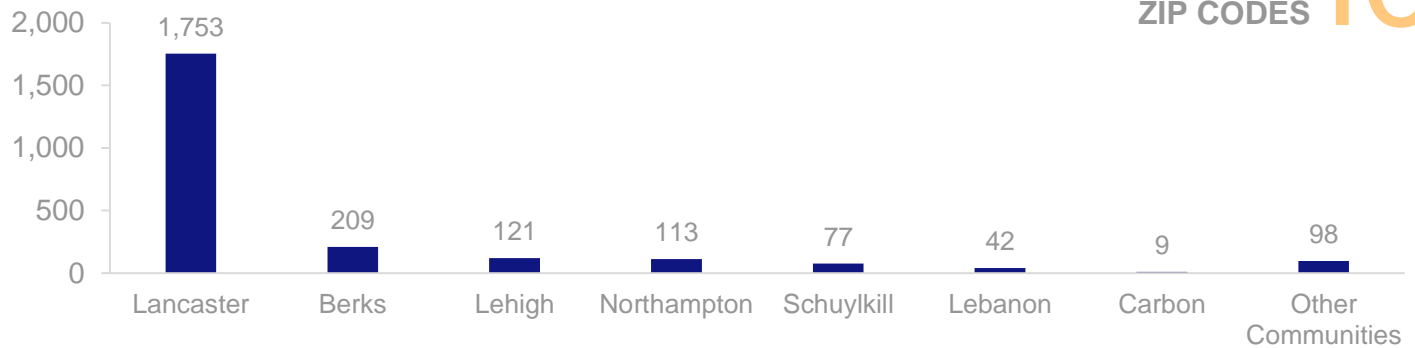
TOP 5
AGENCY
REFERRALS



2-1-1 made referrals to **679** programs/services through **417** individual agencies that serve Berks, Carbon, Lancaster, Lebanon, Lehigh, Northampton, and Schuylkill County residents.

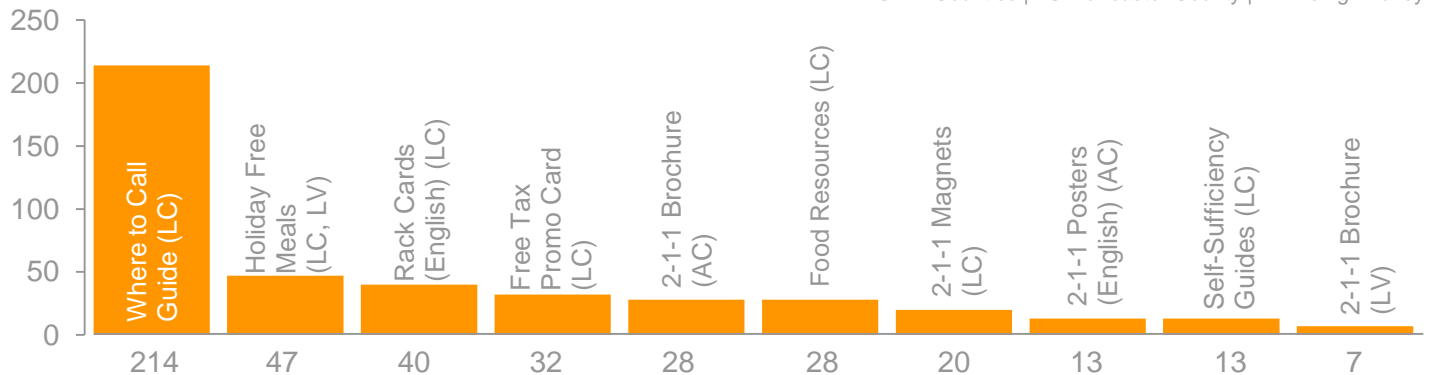
Where do 2-1-1 inquirers live?

TOP 10
ZIP CODES



What 2-1-1 materials are most requested?

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

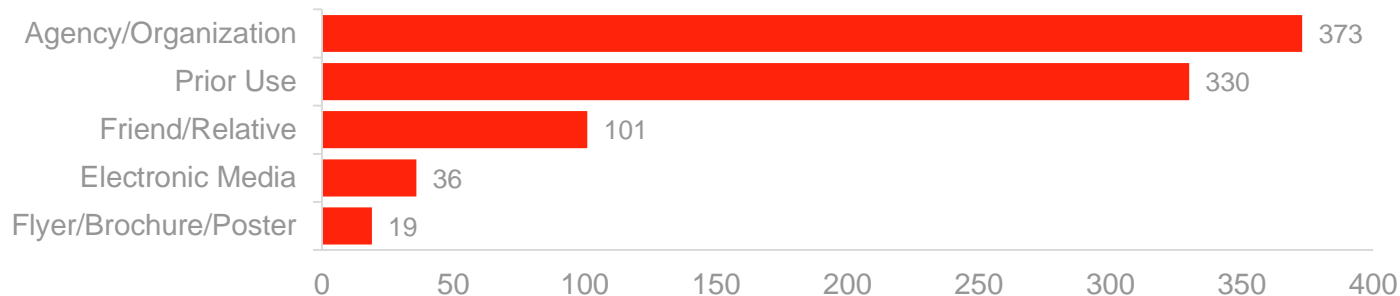


PENNSYLVANIA 2-1-1 EAST

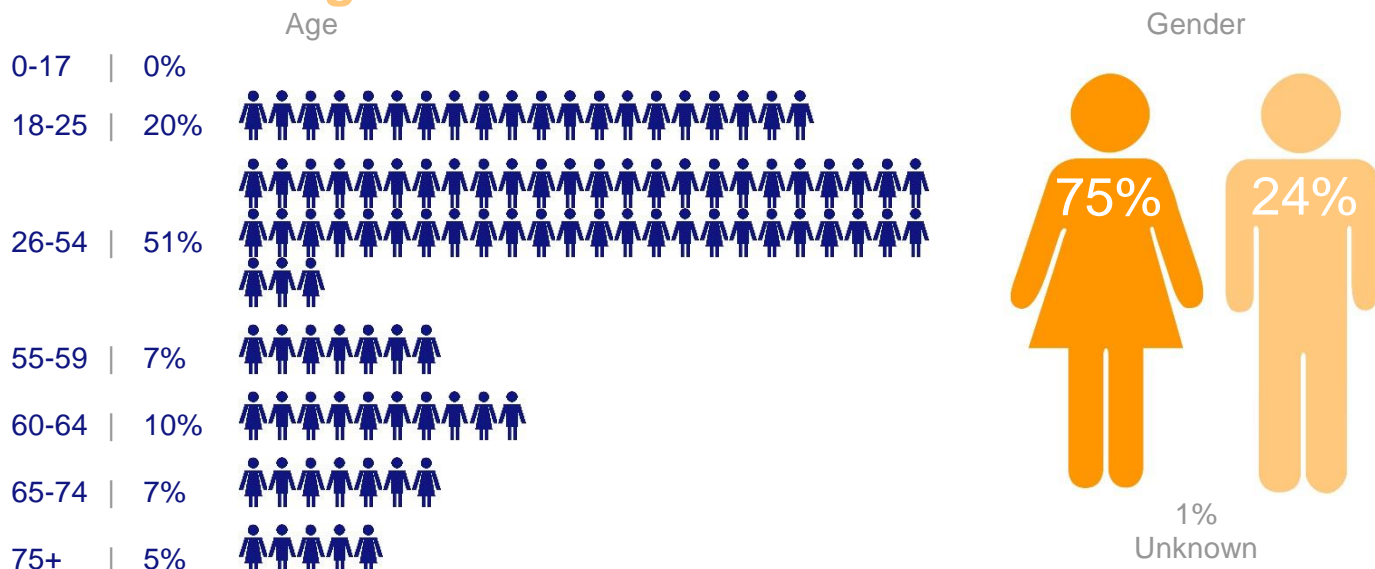
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How did inquirers hear about 2-1-1?



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

Rent Payment Assistance	74
Community Shelters/Transitional Housing	43
Holiday Gifts/Toys.....	42
Electric Service Payment Assistance	9
Undesignated Temporary Financial Assistance ..	8