

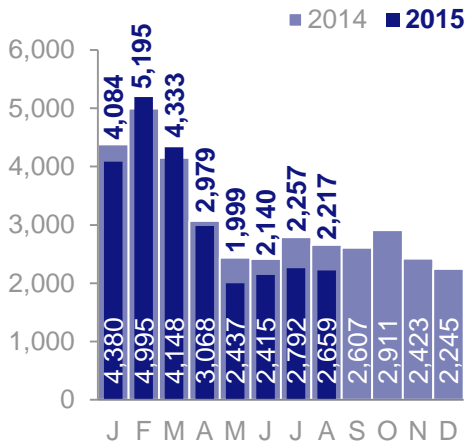
PENNSYLVANIA 2-1-1 EAST

AUGUST 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.

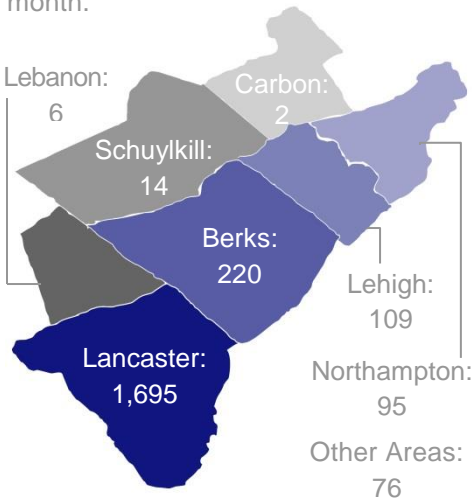
CONTACT VOLUME

In August we experienced **2,217** total contacts.



CONTACTS BY COUNTY

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



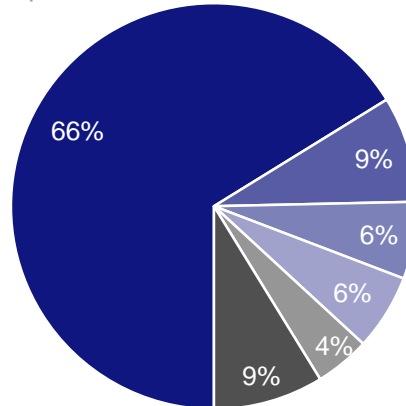
GENDER

A comparison of male/female callers.



NEEDS REQUESTS

The total amount of problems/needs requests.



Basic Needs

- Clothing/Personal/Household: 53
- Food/Meals: 145
- Housing: 1,048
- Utilities: 219

Support Services

- Income Support/Assistance: 79
- Individual, Family & Community: 108

Medical/Mental Health Services

- Health Care: 117
- Mental Health/Addictions: 47

Information Services

- Information Services: 134

Legal, Consumer & Public Safety

- Legal, Consumer & Public Safety: 97

All Other Needs

- Arts, Culture and Recreation: 4
- Disaster: 1
- Education: 46
- Employment: 22
- Other Government/Economic: 33
- Transportation: 42
- Volunteers/Donations: 46

UNMET NEEDS

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

- 122** Rent/Security Deposit Payments
- 62** Transitional Housing/Shelter
- 16** Community Shelters
- 16** Utility Assistance
- 8** Undesignated Temporary Financial Assistance

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.

- PA Department of Human Services
- Tabor Community Services
- Catholic Charities, Lehigh/Northampton
- Salvation Army Lancaster
- LHOP (Housing Search)
- United Way (2-1-1 Publications)
- Water Street Ministries
- PA Housing Finance Agency
- Lancaster County Council of Churches
- CAP of Lancaster County

REFERRAL SOURCE

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

- 346** Agency/Organization
- 215** Prior Use
- 83** Friend/Relative
- 28** Flyer/Brochure/Poster
- 26** Electronic Media