

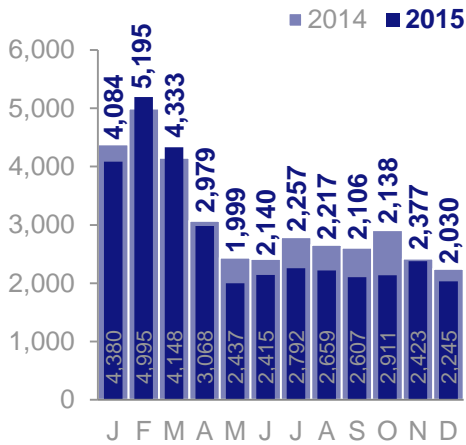
PENNSYLVANIA 2-1-1 EAST

DECEMBER 2015
REGIONAL REPORT

This report reflects statistics compiled from calls answered by the Lancaster call center staff. If you have any questions or comments about this report, please contact us at 2-1-1 or by email at 211@uwlanc.org.

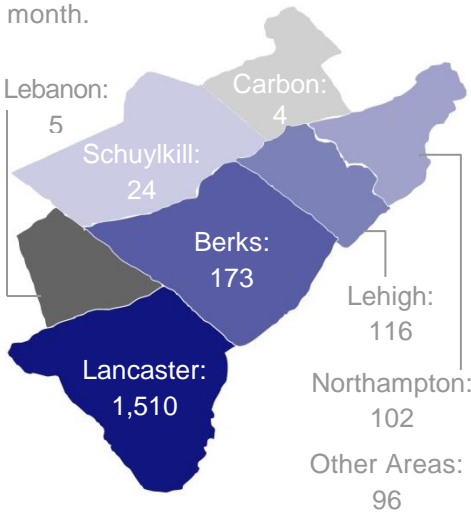
CONTACT VOLUME

In December we experienced **2,030** total contacts.



CONTACTS BY COUNTY

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



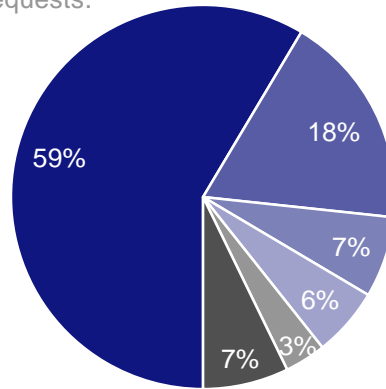
GENDER

A comparison of male/female callers.



NEEDS REQUESTS

The total amount of problems/needs requests.



- Basic Needs**
 Clothing/Personal/Household: 69
 Food/Meals: 138
 Housing: 815
 Utilities: 179
- Support Services**
 Income Support/Assistance: 102
 Individual, Family & Community: 270
(Includes Holiday Programs)
- Information Services**
 Information Services: 140
- Medical/Mental Health Services**
 Health Care: 72
 Mental Health/Addictions: 47
- Legal, Consumer & Public Safety**
 Legal, Consumer & Public Safety: 71
- All Other Needs**
 Arts, Culture and Recreation: 8
 Disaster: 0
 Education: 14
 Employment: 23
 Other Government/Economic: 19
 Transportation: 43
 Volunteers/Donations: 41

UNMET NEEDS

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

- 126** Rent/Security Deposit Payments
- 57** Holiday Gifts/Toys
- 32** Transitional Housing/Shelter
- 15** Community Shelters
- 21** Utility 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
- Lancaster County Project for the Needy
- United Way (2-1-1 Publications)
- LHOP (Housing Search)
- Lancaster County Council of Churches
- Catholic Charities, Lehigh/Northampton
- Salvation Army Lancaster
- PA Housing Finance Agency
- AIRS (Nationwide 2-1-1 Search)

REFERRAL SOURCE

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

- 349** Agency/Organization
- 301** Prior Use
- 99** Friend/Relative
- 32** Electronic Media
- 25** Flyer/Brochure/Poster