

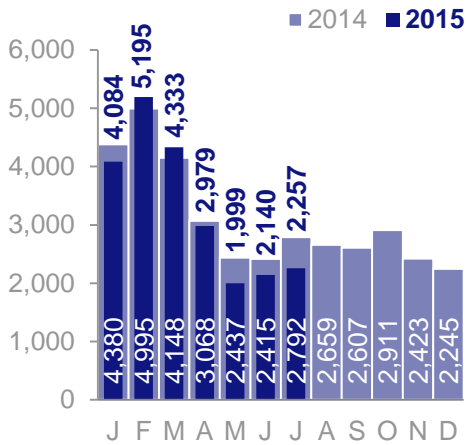
PENNSYLVANIA 2-1-1 EAST

JULY 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.

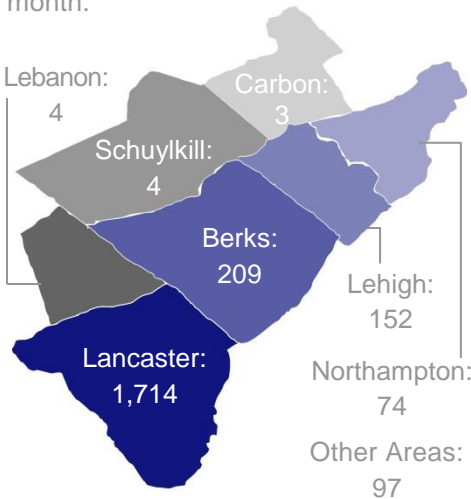
CONTACT VOLUME

In July we experienced **2,257** total contacts.



CONTACTS BY COUNTY

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



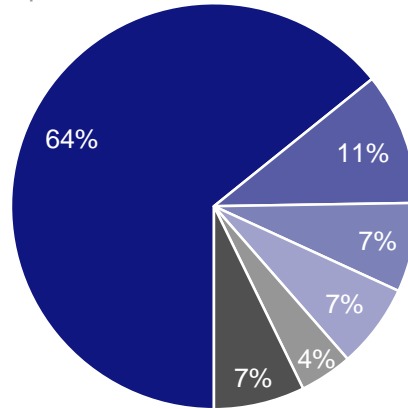
GENDER

A comparison of male/female callers.



NEEDS REQUESTS

The total amount of problems/needs requests.



Basic Needs

- Clothing/Personal/Household: 51
- Food/Meals: 127
- Housing: 1,100
- Utilities: 204

Support Services

- Income Support/Assistance: 128
- Individual, Family & Community: 115

Medical/Mental Health Services

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

Information Services

- Information Services: 155

Legal, Consumer & Public Safety

- Legal, Consumer & Public Safety: 97

All Other Needs

- Arts, Culture and Recreation: 7
- Disaster: 0
- Education: 22
- Employment: 24
- Other Government/Economic: 28
- Transportation: 49
- Volunteers/Donations: 37

UNMET NEEDS

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

- 115** Rent/Security Deposit Payments
- 55** Transitional Housing/Shelter
- 23** Community Shelters
- 11** Utility Assistance
- 7** Income Support & Employment

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

REFERRAL SOURCE

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

- 405** Agency/Organization
- 233** Prior Use
- 115** Friend/Relative
- 41** Electronic Media
- 20** Flyer/Brochure/Poster