

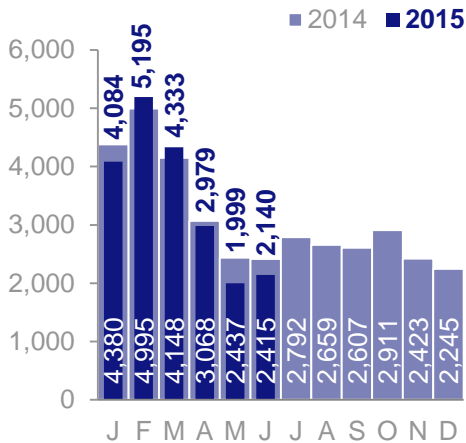
PENNSYLVANIA 2-1-1 EAST

JUNE 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.

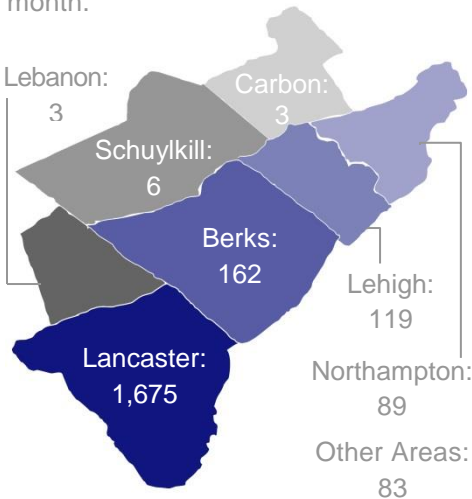
CONTACT VOLUME

In June we experienced **2,140** total contacts.



CONTACTS BY COUNTY

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



GENDER

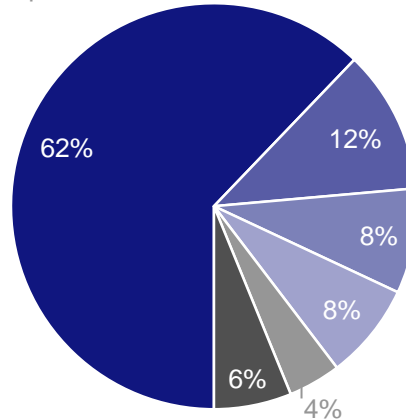
A comparison of male/female callers.



1% Undetermined

NEEDS REQUESTS

The total amount of problems/needs requests.



Basic Needs

Clothing/Personal/Household: 52
Food/Meals: 92
Housing: 808
Utilities: 206

Support Services

Income Support/Assistance: 129
Individual, Family & Community: 84

Information Services

Information Services: 156

Medical/Mental Health Services

Health Care: 93
Mental Health/Addictions: 80

Legal, Consumer & Public Safety

Legal, Consumer & Public Safety: 78

All Other Needs

Arts, Culture and Recreation: 7
Disaster: 1
Education: 8
Employment: 14
Other Government/Economic: 32
Transportation: 35
Volunteers/Donations: 18

UNMET NEEDS

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

- 166** Rent/Security Deposit Payments
- 55** Transitional Housing/Shelter
- 21** Community Shelters
- 17** Utility Assistance
- 12** Homeless Financial Assistance Programs

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

Salvation Army Lancaster

Water Street Ministries

LHOP (Housing Search)

Catholic Charities, Lehigh/Northampton

United Way (2-1-1 Publications)

Lancaster County Council of Churches

PA Housing Finance Agency

Salvation Army of Lehigh Valley Area

REFERRAL SOURCE

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

- 409** Agency/Organization
- 256** Prior Use
- 95** Friend/Relative
- 19** Electronic Media
- 16** 2-1-1 Publication