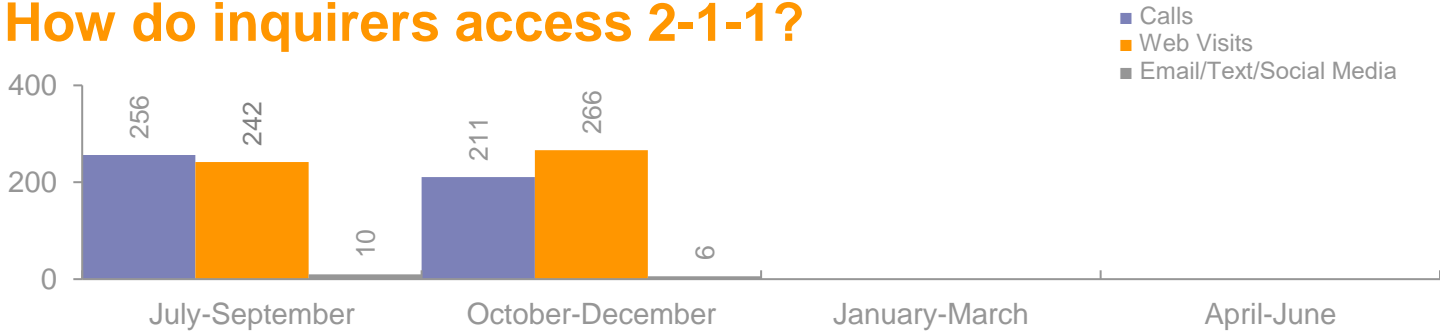


# PENNSYLVANIA 2-1-1 EAST

2<sup>ND</sup> QUARTER FY 2017-2018  
SCHUYLKILL REPORT

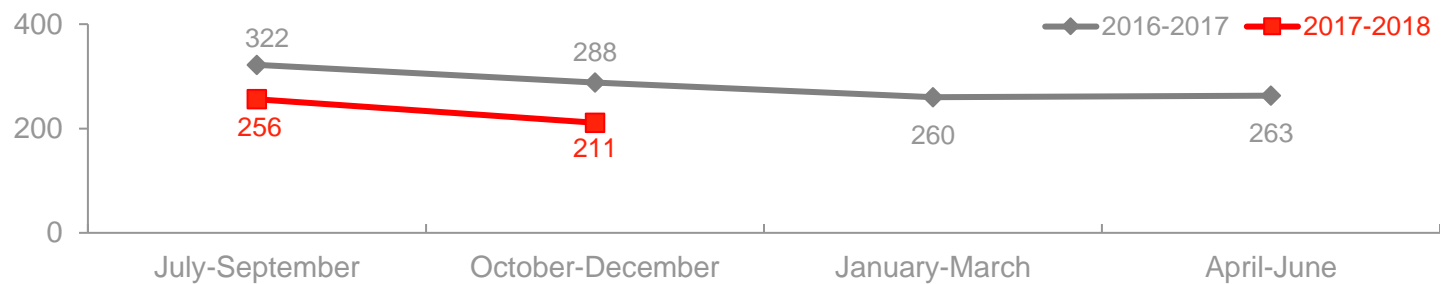
If you have any questions or comments about this report, please contact us at 2-1-1 or by email at 211@uwlanc.org.

## How do inquirers access 2-1-1?



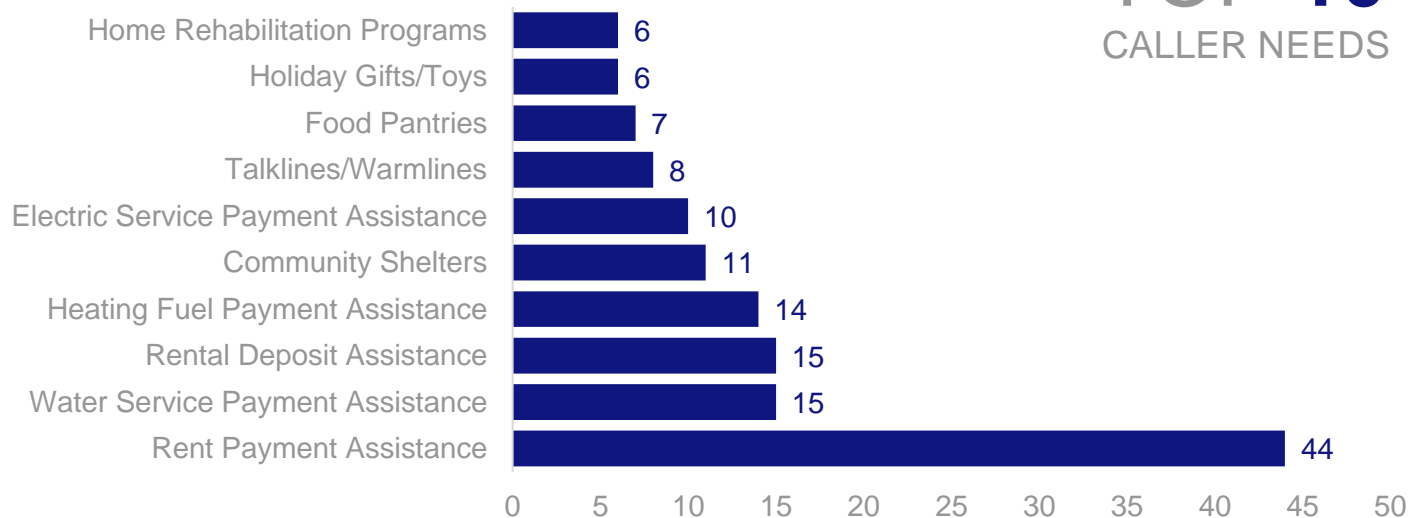
This quarter, 2-1-1 provided resource information **508** times to people who visited our website, called, text messaged, utilized our social media platforms, and emailed.

## How do we compare to last year?



This quarter, 2-1-1 received **211** calls for health and human services. This resulted in a **27%** decrease over the same quarter last year.

## What needs do 2-1-1 inquirers have?



**TOP 10**  
CALLER NEEDS

PENNSYLVANIA 2-1-1 EAST IS GENEROUSLY SUPPORTED BY  
UNITED WAY OF COUNTY OF SCHUYLKILL



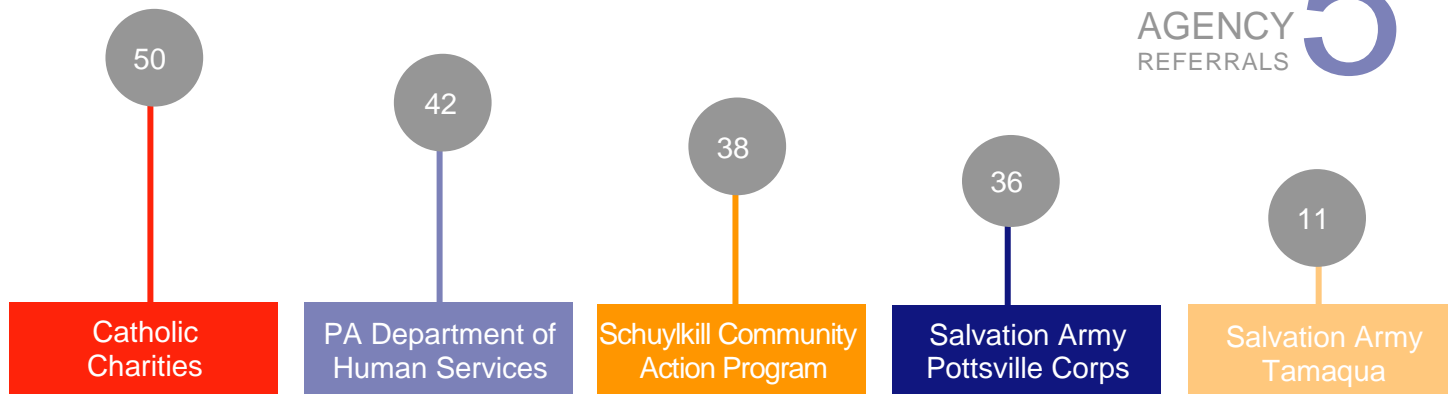
# PENNSYLVANIA 2-1-1 EAST

2<sup>ND</sup> QUARTER FY 2017-2018  
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## What referrals do inquirers receive?

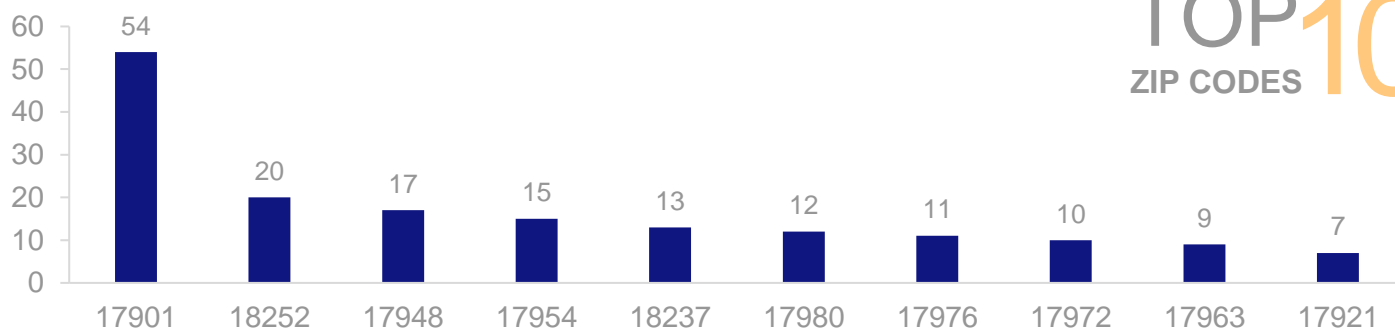
TOP 5  
AGENCY  
REFERRALS



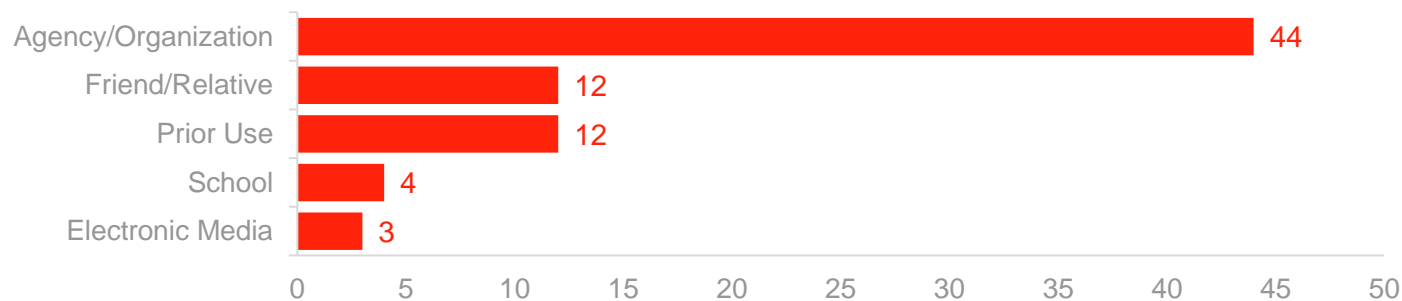
2-1-1 made referrals to **145** programs/services through **112** individual agencies that serve Lebanon County residents.

## Where do 2-1-1 inquirers live?

TOP 10  
ZIP CODES



## How did inquirers hear about 2-1-1?



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UNITED WAY OF COUNTY OF SCHUYLKILL

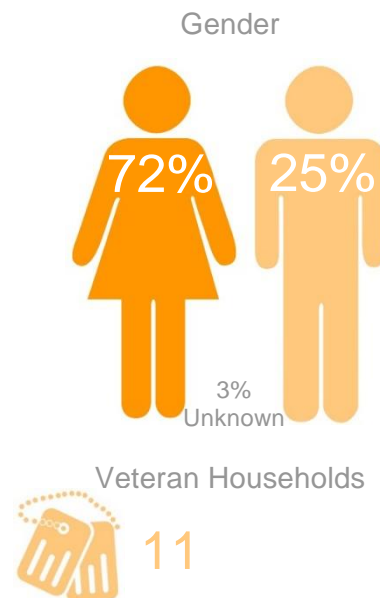
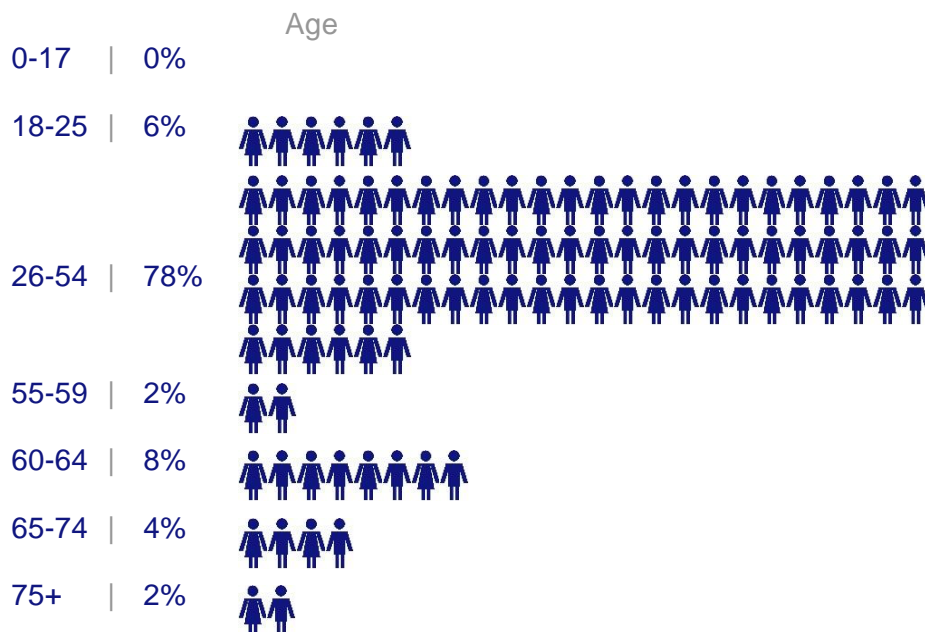


# PENNSYLVANIA 2-1-1 EAST

2<sup>ND</sup> QUARTER FY 2017-2018  
SCHUYLKILL REPORT

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## Who is contacting 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

Water Service Payment Assistance .....	10
Thanksgiving Baskets .....	4
Rent Payment Assistance .....	4
Appliances .....	2
Automobile Repair Loans.....	2