

# PENNSYLVANIA 2-1-1 EAST

2<sup>ND</sup> QUARTER 2017  
BERKS REPORT

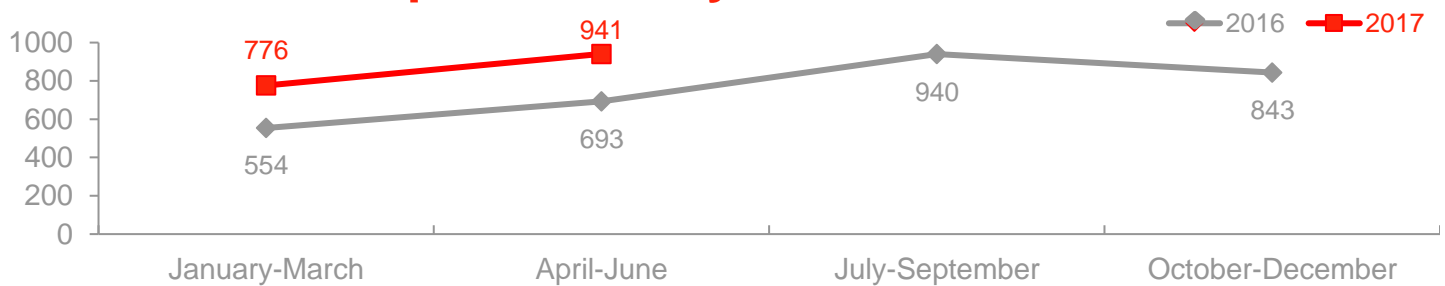
If you have any questions or comments about this report, please contact us at 2-1-1 or by email at 211@uwlancc.org.

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



This quarter, 2-1-1 provided resource information **1,458** times to people who visited our website, called, text messaged, utilized our social media platforms, and emailed.

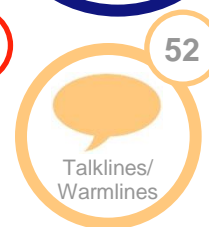
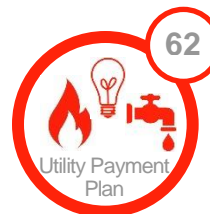
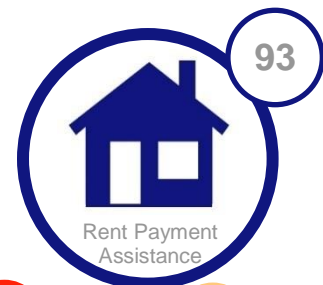
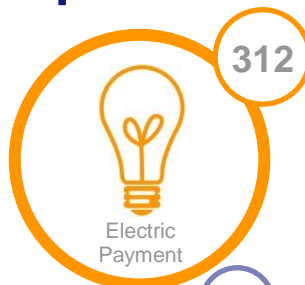
## How do we compare to last year?



This quarter, 2-1-1 received **941** calls for health and human services. This resulted in a **21.26%** increase in calls over last quarter and a **35.79%** increase over the same month last year.

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

TOP  
CALLER  
NEEDS **5**



2-1-1 specialists recorded a **total of 1,300** caller needs. The top 5 needs displayed represents **45%** of the total requests.

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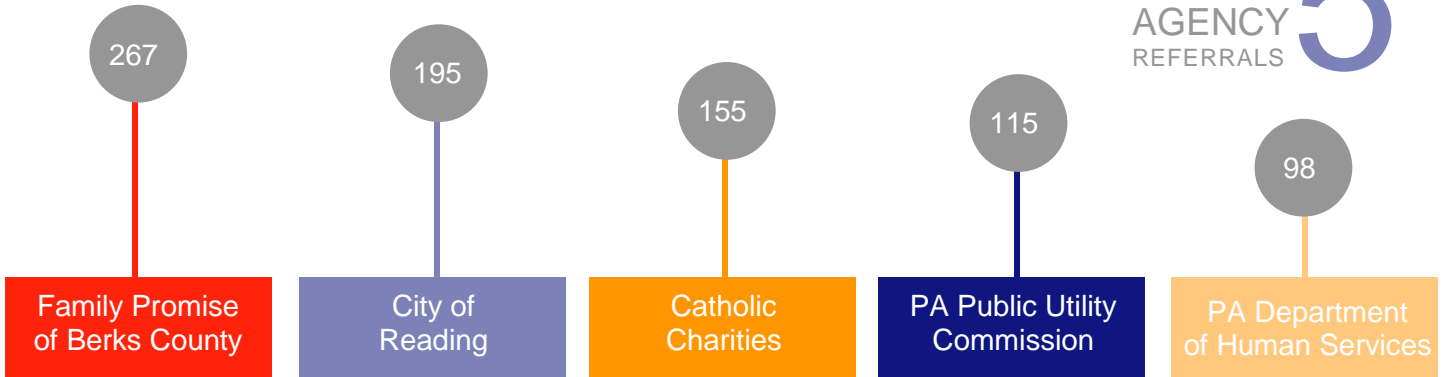
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## What referrals do inquirers receive?

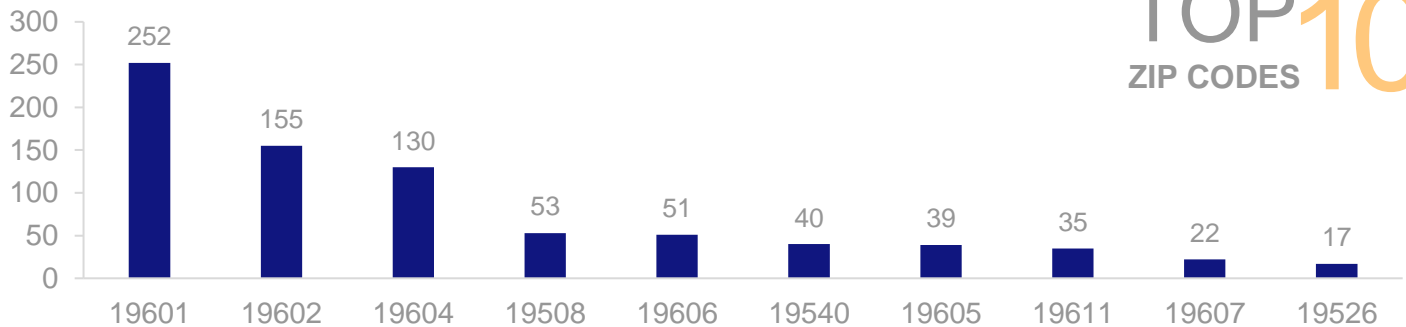
TOP 5  
AGENCY  
REFERRALS



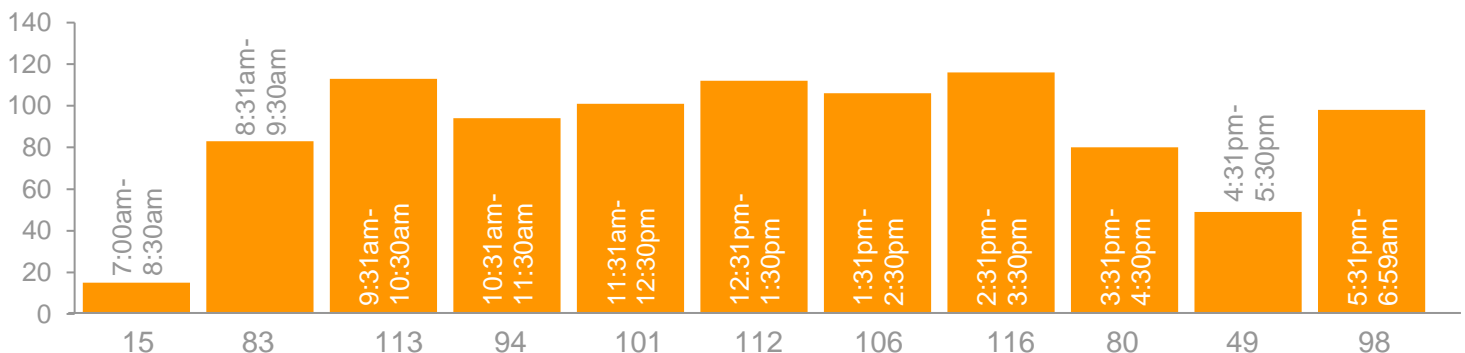
2-1-1 made referrals to **278** programs/services through **169** individual agencies that serve Berks County residents.

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

TOP 10  
ZIP CODES



## When do inquirers reach 2-1-1?



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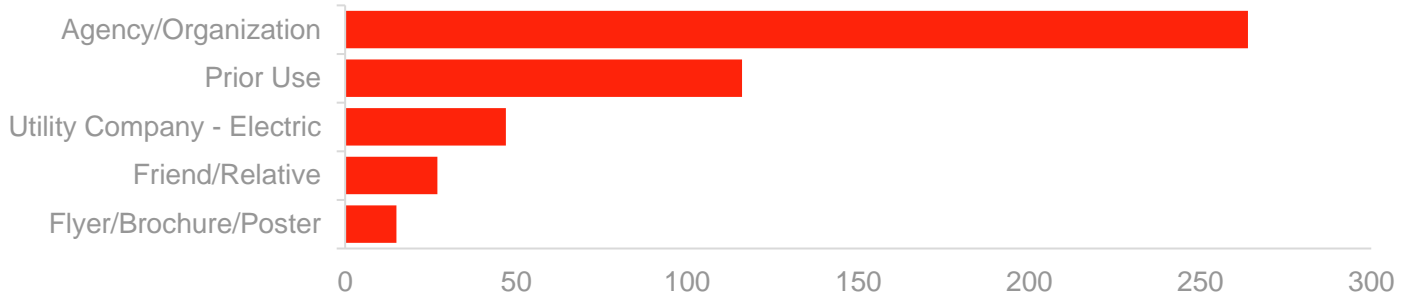


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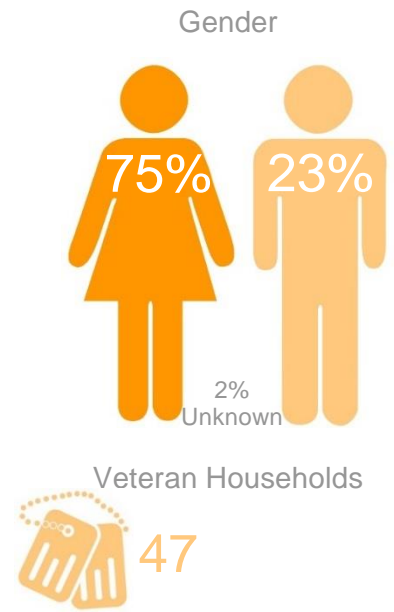
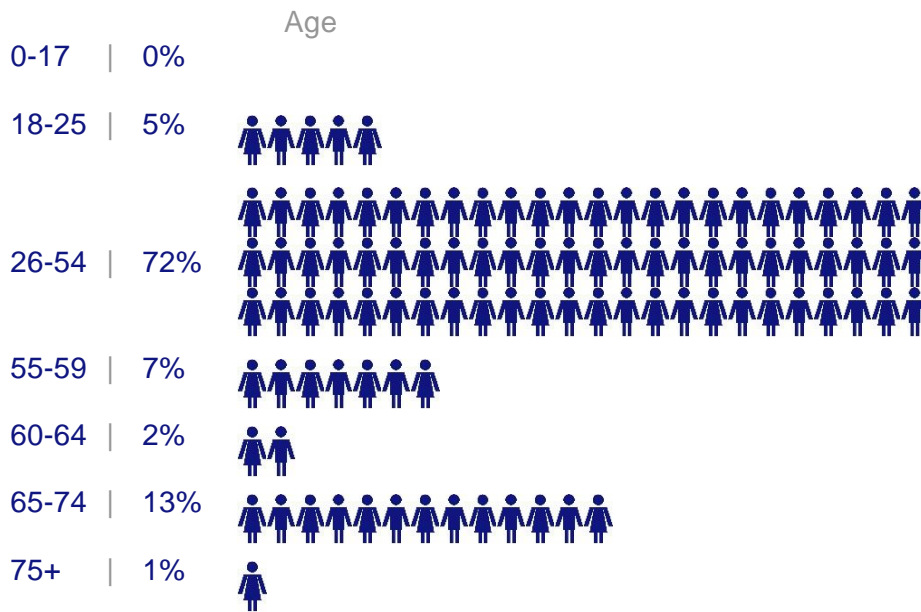
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## What are the top ways inquirers heard about 2-1-1?



## 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

Electric Service Payment Assistance	24
Community Shelters	6
Rent Payment Assistance	5
Gas Services Payment Assistance	4
Appliances	2

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